How to Activate WVU eRefund

1. You will receive an E-mail in your MIX account with a “Temporary Activation Code” that enables you to log into WVU eRefund.
2. Have your Bank Account Number information available at time of log in.
3. Log into www.pnc.com/wvu and click on “Get Started” next to eRefund in the blue box.
4. Enter your Student ID Number and Temporary Activation Code, then follow the easy directions.

This new portal is now the exclusive method by which a student may grant a third-party access to his or her records, such as grades, financial aid details and student account/billing information. Due to the protection of students’ rights under FERPA, a student may restrict the information that a parent or guest is able to access and revoke access at any time.

How to Set Up Parent/Guest Portal

Students: How to grant access to a parent/guest

1. Log into STAR with your WVU ID or your MIX ID/MY ID and your PIN/Password
2. Click on Parent/Guest Portal, then Proxy Management, then Add Proxy
3. Enter Name and Valid E-mail Address then click “Add Proxy”
4. Click on “Expand”; there are 4 tabs Profile, Authorization, History and Communication. Complete each tab in full
5. Under “Profile” make sure you click on “E-mail Passphrase” to notify your proxy of this passphrase so they can use it to contact necessary offices, as needed, under FERPA
6. Under the “Authorization tab” you will click the check boxes for the items you wish to authorize your parent/guest to view

Parents/Guests: How to access student record for the first time

1. Go to E-mail inbox; open message with subject “New proxy identity”
2. Click on action url link
3. Enter the Action Password also included in the E-mail, then click “Submit”
4. Enter E-mail, Old PIN (Action Password), New PIN, validate PIN then click “Save”
5. On profile tab, verify name and E-mail address

For more information go to: http://parent-guest.portal.wvu.edu

How to Purchase Books

- Bring your schedule into the store or,
- Log into your MIX/STAR account, click on “star information system,” then “student services, financial aid and housing,” then “registration,” select PSC bookstore and select term from the drop down menu or,
- Visit website at www.wvupotomac.bncollege.com for delivery or pick up from store or,
- If you are receiving a refund, you can use financial aid to pay for your books. You must order from website and select “SFA” by August 8, 2012