Account Activity - Fines

Pay a Selected Fine

1. Log in with your library credentials. **[Your first name] Account** slides out to the left.

2. Click the arrow to open the drop-down list of **Account** options, and then click **Fines**.

3. The **Fines** option displays the total owed.

4. The fines are listed with the last date incurred displaying first. Use the **Sort By** drop-down list to sort by *Date*, *Title* or *Author*.

5. Select the **Pay** check box on the right for each fine you want to pay. **Note**: If check boxes are not available, your library is not accepting payments online.   Please see your library staff to process your payment.

6. Click **Pay Fines** found on the right.

7. If your library charges a fee for processing fines online, a message displays, *You will be charged a convenience fee of $x.xx to process this transaction.* Click **Start Payment Process** to continue, or click **Cancel** if you do not want to proceed.

   If you do <u>not</u> have an email address on file, a window will open asking you to enter your email address if you would like a receipt. It is highly recommend you enter an email address, as this will be your proof of payment.

8. The credit card payment form opens. Complete the requested information and then click **Submit**.
   * See instructions below for different payment forms.

9. Remember to log out when you have finished. Failure to log out could allow other borrowers to access your personal information. After a certain amount of time with no mouse activity, you will be automatically logged out.

   * <u>If the payment form displays Authorize.Net in the upper right corner</u>, use the following instructions to complete your transaction:

   The total shown under the **Order Information** section is the amount you will be charged. If your library charges a small fee for using this service, the amount will be included in the total.

a.

   a. Under **Payment Information**, select your payment method: **Credit Card** or **Bank Account**. Type the appropriate information into the field boxes.

b. Confirm your email address is shown correctly under the **Billing Information** section. If you do not have an email address, write down the**Invoice Number** and the total amount being charged. **Note**: Depending on your library, the fields shown in the form might differ.

c. Click **Submit**. If you entered incorrect information or did not fill out all of the required fields, a message will display advising missing or invalid fields.

d. If your payment was not accepted, a message displays accordingly. It is very important to read and follow the message. If you are instructed to contact your librarian, please do so as soon as possible. Additionally, it is equally important to make sure the form and any messages from Authorize.Net are closed before leaving the workstation.

e. If you are prompted with a message asking, *This page contains both secure and nonsecure items. Do you want to display the nonsecure items?* Click **Yes**. Selecting **No** will require you to close and reopen **My Account** in order for you to see your updated fines information. Your receipt should arrive shortly in your email account if you provided a valid email address.

f. If you are prompted with a message asking, *Do you want to view only the webpage content that was delivered securely?* Click **No**. Selecting **Yes**will require you to close and reopen **My Account** in order for you to see your updated fines information. Your receipt should arrive shortly in your email account if you provided a valid email address.

g. If you have successfully paid your fines, the Authorize.Net form will close and a message displays, *Your fines were paid successfully. You will receive a receipt via e-mail if you provided a valid e-mail address.* You are returned to My Account. The item(s) paid are no longer listed and if applicable, your receipt should arrive shortly in your email account.

* If the payment form does not display Authorize.Net in the upper-right corner, then fill in the appropriate field boxes on the form. After you have submitted your payment information, be sure to print a copy of the receipt for your records. If the system has your email address, your receipt should arrive shortly in your email account. Once you return to **My Account**, you will have to refresh the page to update your account information.

Pay All Fines

1. Log in with your library credentials. **[Your first name] Account** slides out to the left.
2. Click the arrow to open the drop-down list of **Account** options, and then click **Fines**.
3. The **Fines** option displays the total owed.
4. The fines are listed with the last date incurred displaying first. Use the **Sort By** drop-down list to sort by D*ate, Title* or *Author*.
5. By selecting the **Pay Fines** check box found under the **Print Fines** link, all of the check boxes will be selected.
6. Click **Pay Fines**.
7. A message displays, *You will be charged a convenience fee of $x.xx to process this transaction.* Click **Start Payment Process** to continue, or **Cancel** if you do not want to proceed.
8. The credit card payment form opens. Complete the requested information, and then click **Submit**. (See Steps a thru g above for payment procedures.)
9. Remember to log out when you have finished. Failure to log out could allow other borrowers to access your personal information. After a certain amount of time with no mouse activity, you will be automatically logged out.

Print Fines

1. Log in with your library credentials. **[Your first name] Account** slides out to the left.
2. Use the arrow to open the drop-down list of **Account** options, and then click **Fines**.
3. Click the **Print Fines** link found on the right.
4. A **Print** dialog displays a preview of all of your fines. You cannot select individual fines to print.
5. Click **Print** and proceed accordingly with the **Print** dialog associated with your browser.
6. Remember to log off when you have finished. Failure to log off could allow other borrowers to access your personal information. After a certain amount of time with no mouse activity, you will be automatically logged off.