

What link should I use to process my ACH enrollment request?

You can use [this link](#) for Higher Education ACH Enrollment.

When should this ACH Enrollment processed to be used?

This link is only intended for Higher Education members to enroll in ACH payments. If you need to already are receiving ACH payments, and need to update your banking information, use the Individual Banking form on [this page](#) to update your banking details.

Is there a guide I can use walking me through how to complete the process?

Yes. You can find the Higher Education ACH Enrollment Guide [here](#). You can also use [this video link](#) for a visual walk through.

What is accepted for supporting banking documentation?

A voided check, bank statement, or letter from your bank on their letterhead verifying the account ownership and information are three forms of acceptable documentation. If these documents cannot be provided, please reach out to support@finexio.com.

If I'm a student, can my parent receive payments on behalf of myself?

Unfortunately, parents cannot receive payments on behalf of students. We are only authorized to pay the student/faculty on record.

Can I use an email other than my institution's '.edu' email, such as a Gmail account?

No. A '.edu' email must be used in the ACH enrollment process for security purposes.

Can I enroll for ACH payments with an international bank account?

No. Finexio only supports payments to U.S. based banking institutions.

How long will it take to process my enrollment request? How will I be notified when it's complete?

It will take about 3–4 business days to complete the request. Our Customer Operations team will email your provided '.edu' email address to inform you of enrollment completion.

I have more questions! Where can I go for help?

You can reach out to Finexio Support at support@finexio.com or dial 818-724-8110.