

Frequently Asked Questions

Q. How secure is the website?

A. The University's payment site is protected by a Secure Certificate (SSL). Consequently all the data that travels between the website and your browser is encrypted using an industry standard 128 bit key. This is the strongest public/private key encryption mechanism available outside the USA, and means that third parties cannot intercept and read your account details and credit card information.

In addition to this and other measures, we would also like to make the following recommendations to users: -

1. Do not communicate your ITS User Name and Password details to any other person
2. Please ensure that you are not overlooked when logged into the system
3. Do not leave a payments session unattended
4. Please close your browser when you have finished using the payments website

Q. Can someone else pay my account for me?

A. Yes, however if you want to limit what they can access (i.e permit them to make payment but not view your account) then use the **Guest Login** facility on the website. Please ensure they have got your 8 digit Student ID, date of birth and details of how much needs to be paid.

Q. I've tried to log in but I get the message "Login Failed!!! The details supplied are invalid. Please try again..." What does this mean?

A. When you submit your user name and password or Student ID and date of birth we validate this against the details we hold in our system. If you receive this message please check you have entered the details correctly. If the details are correct and you still receive a message then please contact its-help@reading.ac.uk

Q. What if I don't have an ITS User Name and Password or have forgotten it?

A. If you do not have an ITS Username and Password please contact its-help@reading.ac.uk

Q. The name and address you have showing for me is wrong. Who do I inform?

A. If you need to update your student address details please update the information by going to your record on the [RISIS Webportal](#) or log a call on the online Helpdesk accessed via the RISIS Web portal.

Frequently Asked Questions

Q. I don't understand some of the transactions on my account; who do I contact?

A. For queries regarding

1. **Accommodation or halls:** Contact your Hall Group Office. Telephone numbers are listed in your Hall booklet. Reading Student Village residents should log a call with the Helpdesk [online](#)
2. **Tuition Fees:** Log a call with the Helpdesk [online](#), by telephone +44 (0)118 378 5555 or email helpdesk@reading.ac.uk
3. **Status of a Payment:** Email epayments@reading.ac.uk or telephone +44 (0) 118 378 6130

Q. Can I pay in advance of arriving at the University?

A. Yes, if it is your first time at the University and you do not have an ITS Username and Password use the **Guest Login** facility. You will need the 8 digit Student ID and date of birth of the student.

Q. Can I make a part payment OR instalment payment?

A. Your tuition fee will be charged in two instalments. The first must be made before enrolment can be completed. The second charge will be added to your account in January. Your Hall/Accommodation account will be charged Termly at the beginning of each Term. The Hall/Accommodation charges must be paid each Term. - no instalment payments will be agreed.

Should you require a specific payment to be allocated in any other way you will need to make payment in person at the Receipts Office, G01, Whiteknights House and inform the cashier of the item(s) that you wish to settle.

Q. How do I get a refund if I've made a payment online by mistake?

A. Please contact the Receipts Office via epayments@reading.ac.uk or telephone +44 (0) 118 378 6130 quoting your payment reference number (which is shown on your email receipt). Please note any credit or debit card refunds can only be made to the original card that the payment came from. Same rules apply to payments made using PayPal.

Q. How do I make an enquiry about my tuition fee charges?

A. For any queries regarding tuition fee charges please contact the Helpdesk [online](#), by telephone +44 (0)118 378 5555 or email helpdesk@reading.ac.uk

Frequently Asked Questions

Q. I have tried to pay my fees online but my account does not show any fees owing?

A. This is correct; the University will not actually charge a fee to your account until the first week of the Autumn Term. You should have made a note of the amount you need to pay during the online enrolment process.

For more information please contact the Helpdesk [online](#), by telephone +44 (0)118 378 5555 or email helpdesk@reading.ac.uk

Q. Can I still pay by bank transfer or cheque?

A. Yes

By post: Send your cheque to

Receipts Office
University of Reading
PO Box 217
Whiteknights
Reading
RG6 6AH

Please make all cheques payable to University of Reading and ensure that your 8 digit Student ID is written on the reverse of the cheque.

In person at: Receipts Office, G01, Whiteknights House

Bank Transfer with Western Union (UK & International)

The University of Reading has contracted Western Union Business Solutions, (previously known as Travelex), a specialist in global business payments, to provide you with a simple and low cost method of paying fees to the University of Reading in your own currency.

Click on the link below to complete the process

[Pay Now](#)

Additional help with payment process

Click on this [Student User Guide](#) which contains Step by Step guide to making payments.