



Summer 2019 Important Billing Information

- Please pay attention to the due date on the bill! You will be **deregistered** from your course(s) if not paid by the due date on the bill.
- Please be sure to complete the online Accept Charges Survey! Log into the portal at my.herkimer.edu, click the link for Student Online Services, and complete the survey.
- If your bill includes an additional charge called "Tuition – No Residency," please provide us with a Certificate of Residence from your home county (your permanent home address), explained on the enclosed information. This charge will be subtracted from your bill once we receive your certificate. The certificate should be provided by the due date on the bill but **no later than 30 days after the start of your course**. You are not required to pay the Non-Resident charge up front and may subtract this from your payment if you will not have your certificate by the due date on your bill. However, failure to provide a certificate within 30 days from the start of your class will result in you being required to pay the Non-Resident Tuition charge out-of-pocket! If you have questions regarding the Certificate of Residence process, please call the Student Accounts Office at 315-574-4018.
- Please be aware of the refund schedule for summer classes, which can be found at <http://www.herkimer.edu/apply/billing/refunds-of-tuition/>. A 100% refund is given only in the event that the course is dropped before it begins or in the event of course cancellation.
- If you wish to make any schedule adjustments, please contact the Registrar's Office at registrar@herkimer.edu. You must include your full name, entire Herkimer College ID number or the last 4-digits of your Social Security Number. In addition, please list the course(s) including CRN Number(s), and state if the course should be dropped or added.
- You may use our electronic web payment system (Mastercard, Visa, Discover, AMEX or ACH from your checking or savings account) by going to www.herkimer.edu/payment. Follow the instructions to log in and the directions on that page for making an electronic payment.

Information for Summer 2019 Internet Academy Students:

- To access courses, go to <https://herkimer.open.suny.edu>. (You can find more information regarding your Username and Password, accessing your Herkimer College Student Email account, etc. at <http://www.herkimer.edu/learn/online-learning/go-student-center/>.)
- First time online students should access their Generals Online (GO) account as soon as possible and work through the online Open SUNY Student Orientation course (it takes about 4 hours total). The skills covered in the orientation will help you to successfully complete your online course.
- Most courses will go live several days before the course begins and you are encouraged to access your course and view the course information and materials at that time. You are required to access your course and begin participating by the first day of class.
- Textbooks are required for online courses and can be purchased at any time at <http://www.herkimer.edu/bookstore>. **Please pay close attention to the course and section numbers on your schedule when selecting your textbooks. If a course is listed as using Open Educational Resources on your schedule in Student Online Services, the textbook will be provided within the course, but there may be additional material required for some courses.**
- Please be sure to read through all Announcements posted on your Generals Online Home Page as the Internet Academy and Open SUNY will post important announcements on a regular basis (i.e. – last date to drop courses, scheduled web outages for GO, etc.) Some announcements will also be available within MyHerkimer (student portal) as well.
- If you have any questions about your Internet Academy course, please email InternetAcademy@herkimer.edu or call 315-866-0300, X8742.