



Housing Charges: How to View, Pay, and Apply Financial Aid

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This guide provides instructions for students to view housing charges, pay a balance, or apply excess financial aid toward University Student Housing (USH) charges using the **University Student Housing** card on the RamPortal homepage.

Important: The ability to authorize aid via the USH card becomes available once charges and bills are posted for the upcoming term. Once your aid has been fully disbursed, you will not be able to apply the aid to your charges. If there are questions or concerns, please submit an [AES Support Portal](#) ticket.

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NAVIGATION

- Login to Ramportal using your WCU Single Sign On (SSO) at ramportal.wcupa.edu.
- Locate the **University Student Housing** card on your home page. For help with finding cards, visit [Home Page Navigation: A Guide to the RamPortal Home Page](#)

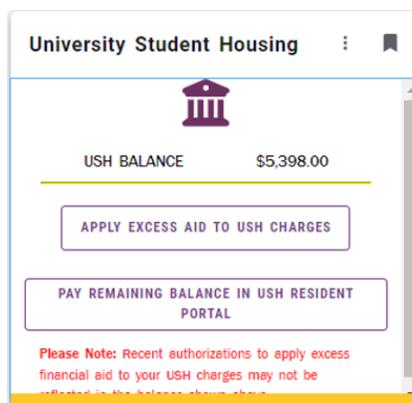


Fig 1: **USH Card** as it appears after bills are posted.



VIEW HOUSING CHARGES

Your current **USH Balance** is displayed in the middle of the card.

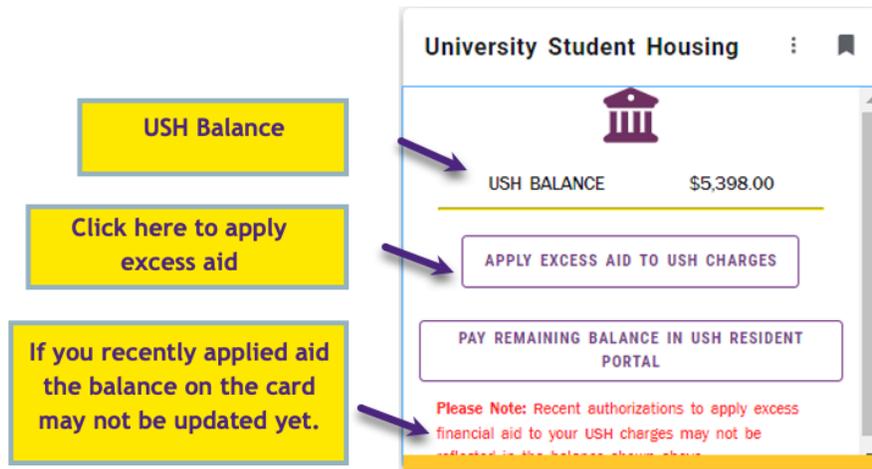


Fig 2: Example of **USH Card** showing **Balance**, **Apply Excess Aid** button, and **Note** about balance.

There is a red message at the bottom of the card stating: “Recent authorizations to apply excess financial aid to your USH charges may not be reflected in the balance shown above.” This means that if you recently applied aid, the balance on the card may not be updated yet.

APPLY EXCESS AID TO USH CHARGES

If you have excess aid available, you will have **the Apply Excess Aid to USH Charges** button visible on your card. If you don’t see this button, you don’t currently have excess aid available to apply.

To authorize aid:

1. Click the **Apply Excess Aid to USH Charges** button (Fig 2).
2. Complete the Student Information section (see Fig 3 below).
3. Check the box to authorize WCU to apply the funds to your USH bill.
4. In the **USH Authorization Amount** field, enter the amount of excess aid you’d like to apply.
5. Check the **Student Signature** box.



WCU WEST CHESTER UNIVERSITY

Apply Excess Financial Aid to USH Housing Charges

West Chester University
700 South High Street
West Chester PA 19383

Student Information

Student ID: [] First Name: [] Last Name: [] Email: [@WCU.PA.EDU]

USH Room Charges: \$5,398.00 Excess Aid: \$8,134.45

Authorization

I authorize WCU to send the amount below to University Student Housing to apply to my USH bill.
If you do not wish to authorize WCU to apply funds to your USH bill, please exit out of this form and do not submit.

USH Authorization Amount* []

Student Signature* [Click to Sign Document] Date Submitted []

Check to authorize aid transfer

Enter amount only , i.e. 5000.00

Click to Sign (required)

Fig 3: Example of Form showing **Authorization** check box, **Amount**, and **Student Signature** box.

6. Use your mouse to sign in the pop-up window, then click **Apply Signature**.
7. The Date Submitted field will populate automatically.
8. Click the Submit button at the bottom left to complete the process.

USH Authorization Amount* [300.00]

Student Signature* [Sign Here] Date Submitted [07/18/2024]

Clear

Submit

Fig 4: Completed form with signature. **Submit** to finalize approval.

COMMON ERRORS

1. The amount must be less than or equal to your total housing charges. The amount must also be less than or equal to your available excess aid. See Fig 5 below.



| | |
|------------------|------------|
| USH Room Charges | Excess Aid |
| \$5,398.00 | \$8,134.45 |

Authorization

I authorize WCU to send the amount below to University Student Housing to apply to my USH bill.
If you do not wish to authorize WCU to apply funds to your USH bill, please exit out of this form and do not submit.

USH Authorization Amount *

6000.00

The Authorization Amount is greater than the Room Charge. Please enter an amount less than or equal to the Room Charges shown in the Student Information section above.

Fig 5: Example Error message when the authorization amount exceeds the room charge.

2. Do not include the \$ symbol. Enter the amount as a number with decimal (i.e. 5000.00).

⚠ USH Authorization Amount: The value must be a Floating Point value.

 **Apply Excess Financial / Housing Charges**

Fig 6: Error message triggered by using a dollar sign in the Authorization Amount field.

For support, please submit a ticket at <https://wcupaprod.service-now.com/aes>