

Refund Request Tutorial

University of New Hampshire

Direct Deposit Refund

1. Log into Webcat
2. Under the Billing tab, select Request refund

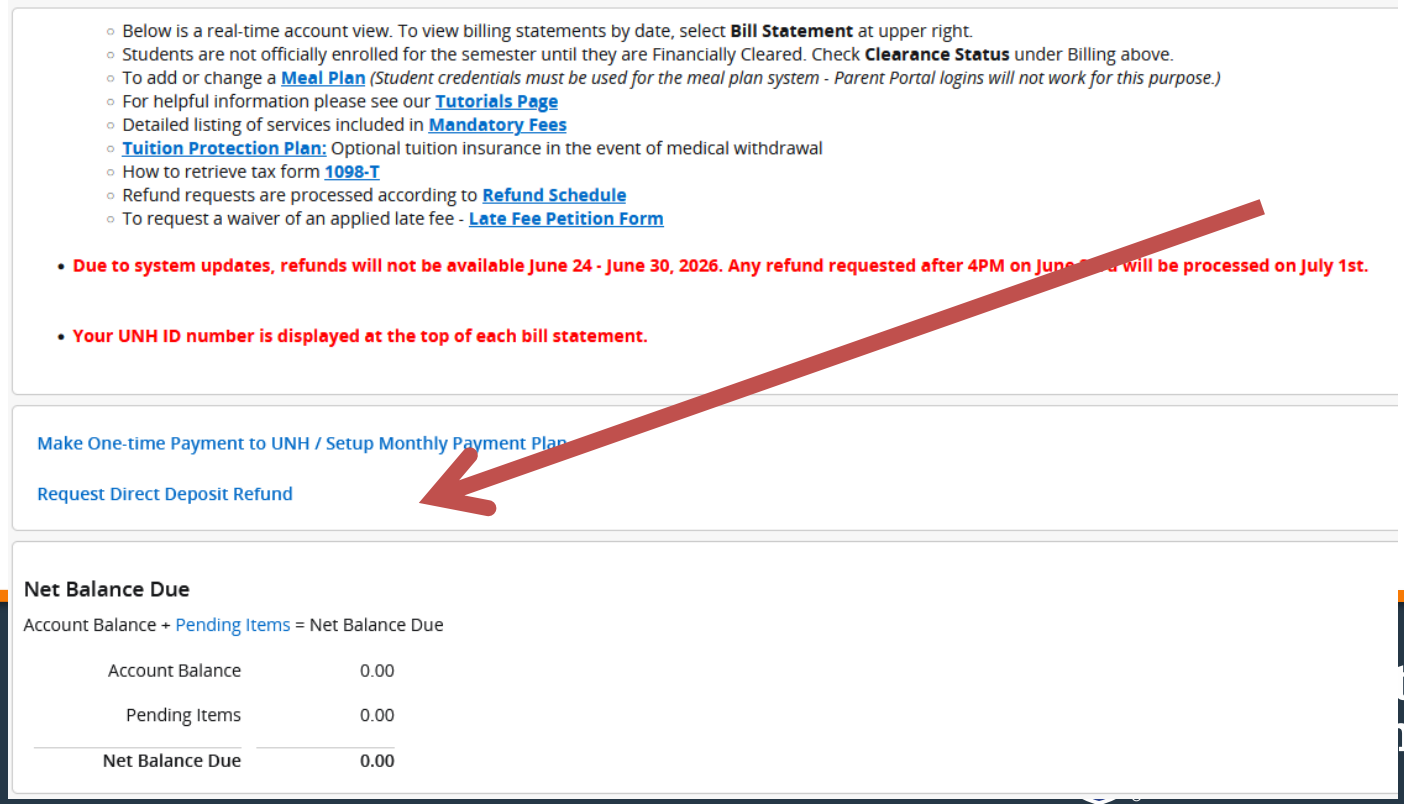
*Contact the IT Helpdesk for assistance with your log in, or if you have forgotten your password (603-862-2525)



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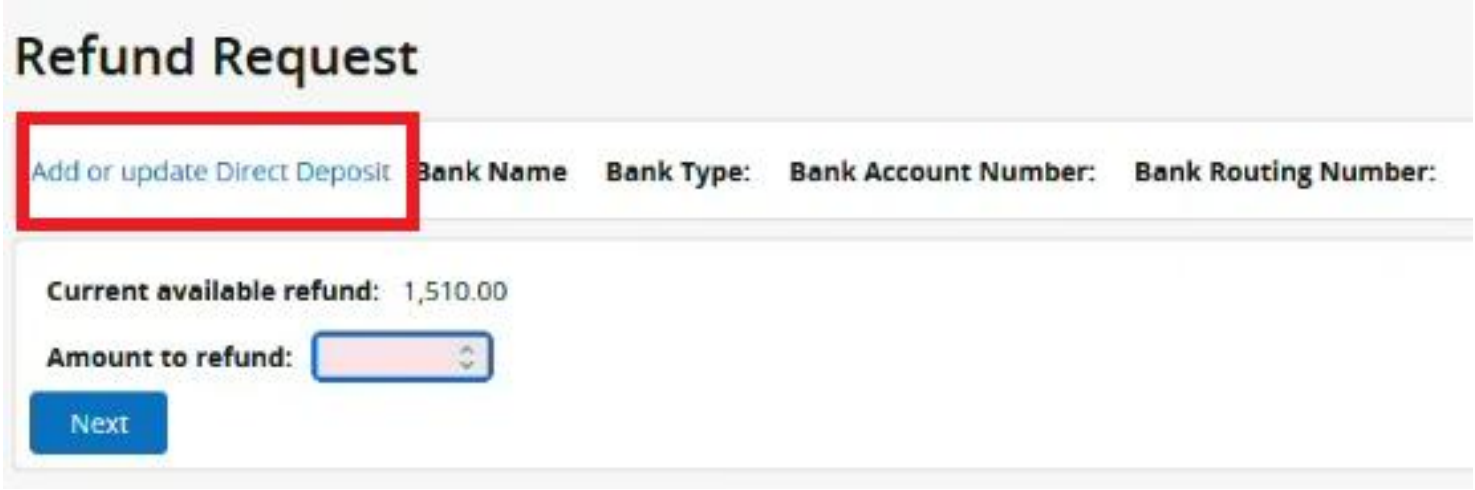
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3. Select “Request Direct Deposit Refund” in the center of the screen



Direct Deposit Refund

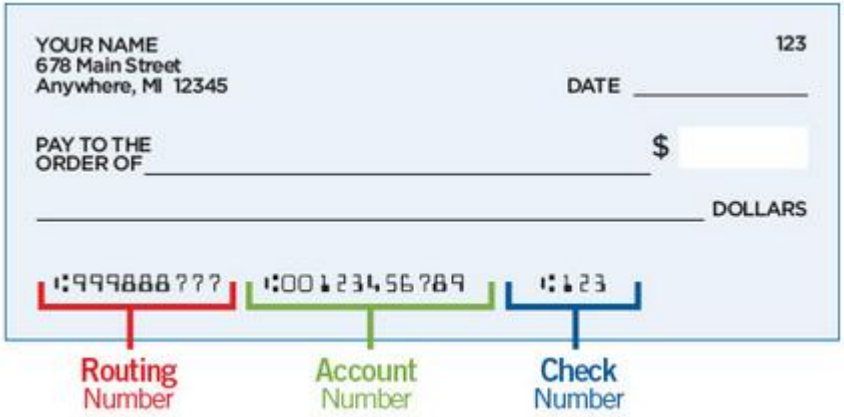
4. Select “Add or Update Direct Deposit” if needed.



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5. Enter/update your banking information.



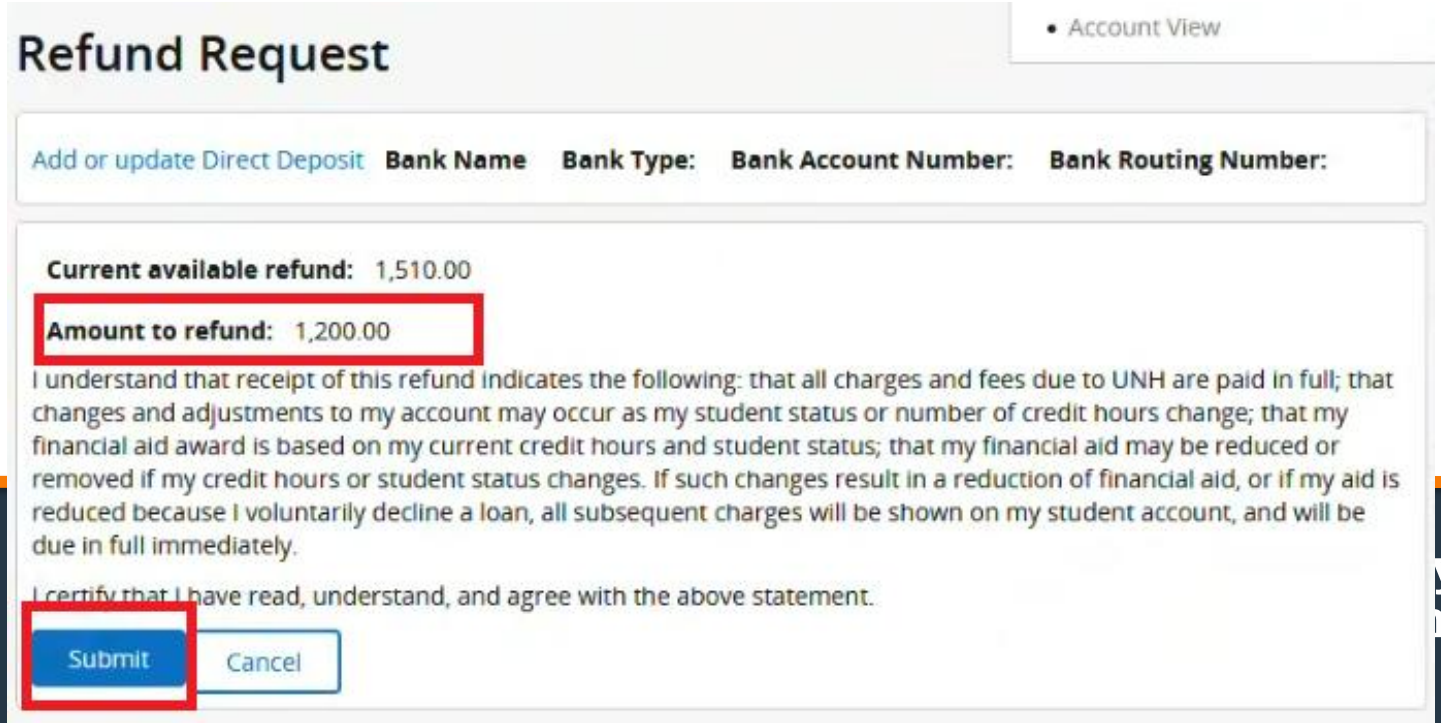
Be sure to double check the routing and account numbers. Incorrect account numbers can delay your refund. Note: Bank account numbers are NOT the number on your credit/debit card.

6. Return to the Account View to continue requesting your refund.

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7. Enter the amount you would like refunded
8. Read the statement. Press “Submit” to agree.



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9. You will be notified that your refund was requested successfully.



Your request has been submitted successfully. An email notification will be sent to your UNH email account once the funds have been sent to your bank.

Any questions may be sent to Student.Accounts@unh.edu or 603-862-2230.

Requested before 5pm	Funds should leave UNH	Should arrive at your bank
Thursday through Monday	Tuesday	Wednesday
Tuesday and Wednesday	Thurday	Friday

Note: The refund schedule may change during weeks which contain UNH closures or holidays.

Some Common Errors

- Credit on account must not be “pending”
- Recent check or e-check payments must clear the bank before refunding (14 days)
- Credit Card payments must be refunded back to the card they came from

Some Common Errors

- VA payments must be screened by our office
- Study Abroad students cannot request their own refunds
- Please call our office at 862-2230 or email student.accounts@unh.edu if you need assistance