Step-by-step instructions - Changing payment details

Depending on the validity of the payment details, there are different options to change the payment details. Check which of the two options below apply to you and use the corresponding step-by-step instruction to change the payment details.

➔ Is the button Change payment details visible under Actions?

This means that the entered payment details are valid for multiple academic years at the educational institution. In this case you can change several payment details whenever you want to. Go to Change payment details that remain valid for the relevant step-by-step instructions.

➔ Is the button Change payment details visible under Payment details entered?

This means that the entered payment details are only valid for one academic year. In this case you can only change the bank account number if you have paid with a digital debit authorisation and the payment period is open at the educational institution. Go to Change payment details that are only valid for one academic year for the relevant step-by-step instructions.

Please note: Is the tuition fee paid by someone else on your behalf (the student) and does that person want to change the payment details?

This is only possible if the payment details remain valid over several academic years. Check the Studielink FAQ to see if this applies to your educational institution. If this is the case, the payer can change the payment details via the payment link previously shared by the student. This payment link remains valid.
Changing payment details that remain valid

You can change the entered payment details whenever you want to. You can change the account number, indicate that someone else will pay and change from payment in multiple terms to one term and the other way around. You can also change the payment method to payment with a proof of paid tuition fees if you qualify for this. Below you find the steps you need to take to change your payment details.

**Please note:** The changes you make in your payment details will take effect as of the next, scheduled payment moment. This payment moment might be scheduled in the next academic year which means that you might need to wait until then for the changes to take place. The educational institution decides when the change will be processed.

➔ **Step 1:** Log into your Studielink account and go to the `<Payment>` tab. Here you can see an overview of all educational institutions at which you have submitted an enrolment application. You will find a button `<Change payment details>` under ‘Actions’. Click on this button.

➔ **Step 2:** A check will be done to determine whether you are eligible for a payment with a proof of paid tuition fees. If you are not eligible, you will not be asked whether you want to apply for a proof of paid tuition and can continue to **step 4**.
Step 3: You will be asked whether you want to change your payment method to a payment with a proof of paid tuition fees. If this is what you want, you can apply here for a proof of paid tuition fees.

Did you choose Yes? Then use the other step-by-step plan “Request for proof of paid tuition fees” from step 3 onwards.

Did you choose No? Then continue to step 4.
**Step 4:** You will now go through the same process as when you filled in your payment details for the first time. Indicate whether you or someone else will pay the tuition fees and choose the payment method. Next you indicate whether you want to pay in installments or in one go and if you want to change your bank account number (if you pay by yourself with a digital authorisation). Additional information about the chosen payment method and paying in installments (if applicable) is shown at the bottom of the screen. On the right an overview of the payment details is shown.

- **Will you pay by yourself with a digital authorisation?** Then use the other step-by-step plan "Digital (direct debit) authorisation – If you are going to pay yourself" from step 3 onwards.

- **Will you pay by yourself by using other method of payment?** Then use the other step-by-step plan "Other method of payment – I’ll pay myself via the institution" from step 4 onwards.

- **Does someone else pay?** Then continue to step 5.
➔ **Step 5:** Indicate that *someone else* will pay the tuition fees and click on *Next step*.

![Enter payment details]

➔ **Step 6:** Check whether the details are correct and read the authorisation. Tick the box and click on *Next step*.

![Step 2: Verify]
Step 7: You will see a page with a confirmation that your payment details have been received.

Enter payment details

✓ Your payment details have been received and are being processed

If you selected the option that someone else pays, you will receive an email with a payment link that you can forward to the person who will be paying the tuition fees for you. If you have chosen digital authorisation as the payment method, you will receive an email containing confirmation of the digital authorisation.

Step 8: You (the student) will now receive an email at the email address connected to your Studielink account. This email will contain instructions on how the person who is going to pay your tuition fees can enter payment details. Forward this email immediately to this person and ask them to fill in the payment details as soon as possible. You will also find the message with instructions in <Messages> in your Studielink account.

Step 9: The payer will use the payment link in the e-mail to enter payment details and chooses a payment method.

➔ Has the payer chosen digital authorisation? Then he/she can use the other step-by-step plan “Digital (direct debit) authorisation – If someone else pays” from step 7.

➔ Has the payer chosen other method of payment? Then he/she can use the other step-by-step plan “Other method of payment – Someone else pays via the institution” from step 6.
Change payment details that are only valid for one academic year

If you have issued a digital direct debit authorisation via your own online banking environment, you will be able to change your account number via Studielink. The steps you need to take to do this are detailed below.

Please note: Do you not see the <Change payment details> button? In this case you have issued a digital authorisation for the payment through Studielink or someone else is paying your tuition fees for you. You will not be able to change any payment details through Studielink and will have to contact your educational institution to change your payment details.

➔ Step 1: Log into your Studielink account and go to the <Payment> tab. Here you can see an overview of all educational institutions at which you have submitted an enrolment application. You will find a button <Change payment details> when you unfold the block ‘Payment details entered’. Click on this button.
Step 2: You are directed to a page where you have to choose your bank again. It is not possible to adjust the method of payment, who is paying the tuition fees or the instalments. Choose your bank and tick the boxes next to <Authorisations> after reading the authorisations carefully.

Step 3: After you have clicked the button <Issue digital direct debit authorisation> you will be directed to your digital banking environment where you can issue a digital direct debit authorisation with your new account number.

Studielink Q&A
In the Studielink Q&A (https://help.studielink.nl/en/) you can find answers to questions about using the Studielink application. For more general information about Studielink and other Step-by-step instructions, you should visit https://info.studielink.nl/en. If you cannot find the answer to your question on these sites, please contact your (future) educational institution.