



PAYEX

How to create an account

Creating a PayEx-account

This guide describes how you, step by step, create a PayEx account for paying for your print outs and copies at Högskolan Väst / University West (HV). This guide also shows how to connect your PayEx account to your student account. A PayEx- account is necessary to be able to print and copy at the university when the starting amount of SEK 50 which you received when you created your account is used up.

1. Go to Student / Support and Service/ IT Services and support/ Our Services/ Printing.
2. This takes you to the university's information page about printing. Read the instructions carefully before you click on the "Create PayEx Account"-link.

Please note! It is important to follow the instructions carefully!

PayEx registration portal

Begin by entering the e-mail address you wish to use at PayEx. You can use any of your email addresses. **Please note! You have to remember wich email address you choose to enter; this is not a detail that the IT department can access if you forget it!**

Next, enter the data for your HV student account: your username and password.



Pcounter PayEx

Welcome to the Pcounter PayEx sign-up portal

You only need to use this sign-up portal once, the first time that you need to print/copy.

When you print and copy, the cost for print and copy will be charged to your PayEx account.

Use this sign-up portal to link your PayEx account to your school network account. If you do not have a PayEx account, you can use this portal to create a PayEx account in a few steps.

Start by entering your personal email address as well as your school network username and password below.

If you already have a PayEx account, enter the email address of your PayEx account. If you do not have a PayEx account, use your personal email address that you wish to use in PayEx.




PayEx Email Address

Network username

Network password

Login


Fill in the requested information (fields marked * are mandatory)



Create a PayEx Account

You have successfully logged on to printing system. No PayEx account was found on your email address sture.student21@gmail.com. If this email address is not correct, [click here](#) to go back and try again.

If you do not have a PayEx account, you can create an account below by entering the following details:

 (All fields marked with * are required.)

Email address *

Confirm email address *

Mobile phone

(include full number including country code, eg +46123456789)

First name *

Last name *

Address Line 1

Address Line 2


Address Line 3

Post Code

City


Language

Click on the "Create PayEx account"-button when you are finished.



Sign-Up Complete

Your PayEx account has now been linked to the Printing system

 You will receive a welcome email from PayEx in your email in a moment, containing your PayEx password.

Remember, you must add funds to your PayEx account before you can print or copy.

[Click here to access your PayEx Account](#)

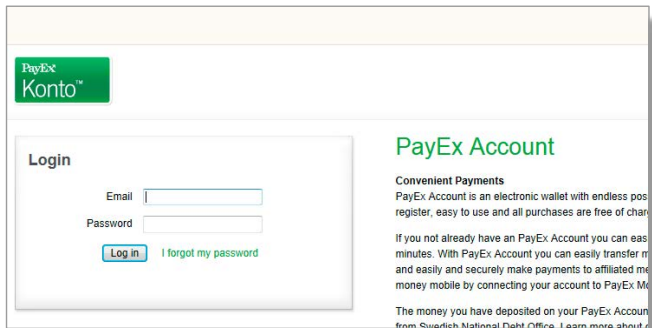
Important! To prevent unauthorized access to your account, please close all open browser windows when you're finished!

You will now receive an e-mail message to the e-mail address you provided when you created your PayEx account. This mail includes a single-use code and a link for verification of your account.

This code is only valid for 30 minutes.

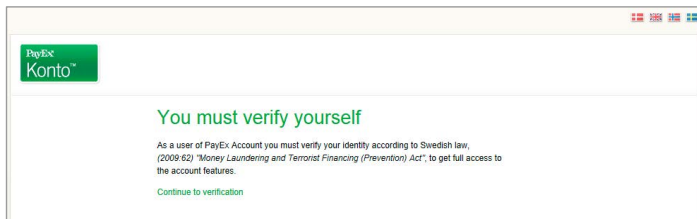
Therefore, we recommend that you verify your account immediately after you have received the e-mail. If you wait more than 30 minutes, you will have to click on the "I forgot my password"-button on the PayEx login-page which will generate a new single-use code that is sent to your email address.

Clicking on the link in the verification e-mail will take you to the page below. Enter your email address and the single-use code you received in the email.
(NOTE: If you have waited more than 30 minutes since you have got the single-use code it is no longer valid and you must click on the "I forgot my password"-button on Payex Login for a new one.)



The screenshot shows the PayEx Konto login interface. On the left, there is a 'Login' section with input fields for 'Email' and 'Password', a 'Log in' button, and a link 'I forgot my password'. On the right, the 'PayEx Account' section features a heading, a sub-heading 'Convenient Payments', and descriptive text about the account's features. The PayEx logo is in the top left corner.

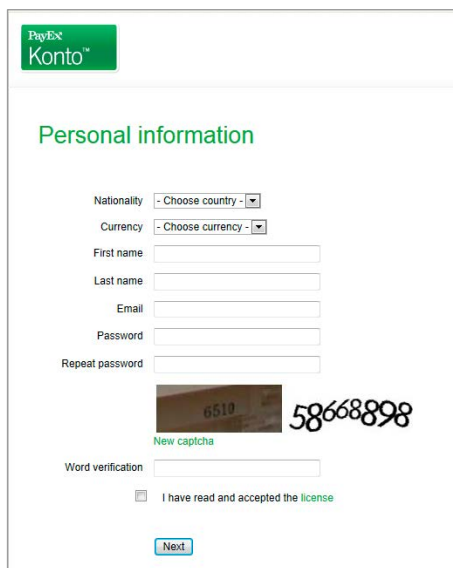
The web site now tells you that you must verify your identity.



The screenshot shows the PayEx Konto verification page. It features a heading 'You must verify yourself' and a paragraph explaining the legal requirement for identity verification. A 'Continue to verification' link is provided at the bottom. The PayEx logo is in the top left corner, and language selection flags are in the top right corner.

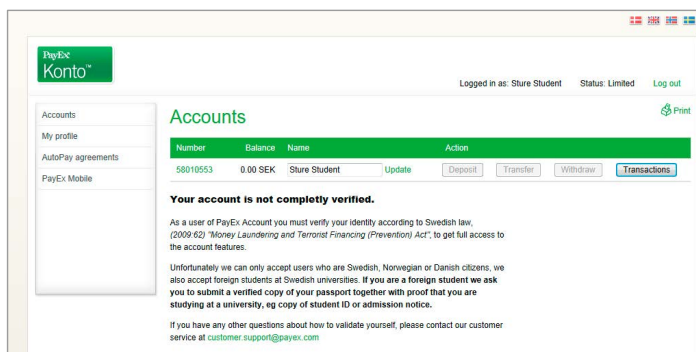
Click on the Continue to verification-button.

In the next step you will have to add your personal information and create a new personal password.



The screenshot shows the 'Personal information' registration page for PayEx Konto. It includes a green header with the PayEx logo and the title 'Konto™'. The main heading is 'Personal information' in green. The form contains several input fields: 'Nationality' with a dropdown menu labeled '- Choose country -', 'Currency' with a dropdown menu labeled '- Choose currency -', 'First name', 'Last name', 'Email', 'Password', and 'Repeat password'. Below these is a 'New captcha' section with a blurred image of a document and the number '58668898'. A 'Word verification' field is also present. At the bottom, there is a checkbox labeled 'I have read and accepted the license' and a blue 'Next' button.

If you are a citizen of Sweden, Denmark or Norway, then your PayEx account is now ready for use. If you are a citizen of another state **and** a student at a Swedish University then you can create an account by submitting a verified copy of your passport together with proof that you are studying at a university. The International Office at University West can help you with this.



The screenshot shows the 'Accounts' page for PayEx Konto. It features a green header with the PayEx logo and the title 'Konto™'. The main heading is 'Accounts' in green. Below the heading is a table with columns: 'Number', 'Balance', 'Name', and 'Action'. The table contains one row with the following data: '5801053', '0.00 SEK', 'Sture Student', and 'Update', 'Deposit', 'Transfer', 'Withdraw', 'Transactions'. To the right of the table is a 'Print' button. Below the table, there is a section titled 'Your account is not completely verified.' followed by a paragraph of text explaining the verification process. At the bottom, there is a note about contacting customer support.

Number	Balance	Name	Action
5801053	0.00 SEK	Sture Student	Update Deposit Transfer Withdraw Transactions

Your account is not completely verified.

As a user of PayEx Account you must verify your identity according to Swedish law, (2009:62) "Money Laundering and Terrorist Financing (Prevention) Act", to get full access to the account features.

Unfortunately we can only accept users who are Swedish, Norwegian or Danish citizens, we also accept foreign students at Swedish universities. If you are a foreign student we ask you to submit a verified copy of your passport together with proof that you are studying at a university, eg copy of student ID or admission notice.

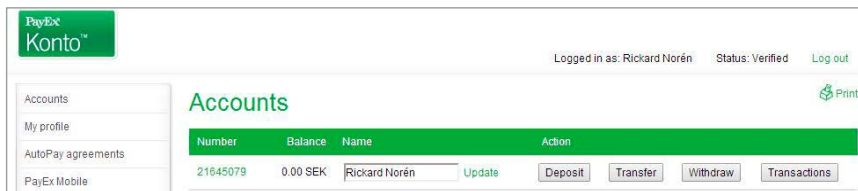
If you have any other questions about how to validate yourself, please contact our customer service at customer.support@payex.com

Making a Deposit

When you create your HV student account, the university gives you a complimentary sum of 50 SEK for copying and printing. This amount does not appear on your PayEx account but you can see it when you log in to the printer or by logging in on Self-Service (print.hv.se)

In order to deposit money on your PayEx account: Go to Student / Support and Service/ IT Services and support/ Our Services/ Printing / Your PayEx account. Log in to your PayEx account to make a deposition.

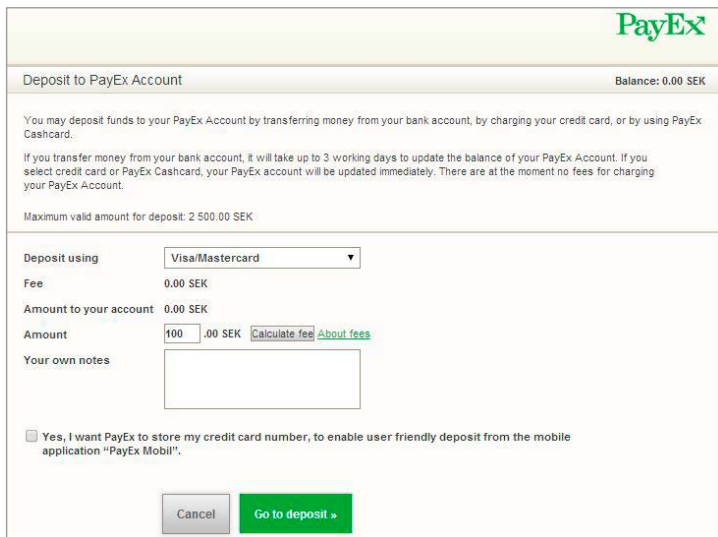
Click on the "Deposit"-button.



The screenshot shows the PayEx Konto interface. On the left is a sidebar with links: Accounts, My profile, AutoPay agreements, and PayEx Mobile. The main area is titled 'Accounts' and shows a table with columns: Number, Balance, Name, and Action. The table contains one entry with Number 21645079, Balance 0.00 SEK, and Name Rickard Norén. To the right of the name are buttons: Update, Deposit, Transfer, Withdraw, and Transactions. At the top right, it says 'Logged in as: Rickard Norén', 'Status: Verified', and a 'Log out' link. There is also a 'Print' icon.

Number	Balance	Name	Action
21645079	0.00 SEK	Rickard Norén	Update Deposit Transfer Withdraw Transactions

Select how you want to transfer money to your PayEx account and the amount you wish to deposit. Click on the "Go to deposit"-button.



The screenshot shows the 'Deposit to PayEx Account' form. At the top right is the PayEx logo. The title is 'Deposit to PayEx Account' and the current balance is 'Balance: 0.00 SEK'. The form explains that funds can be deposited via bank transfer, credit card, or PayEx Cashcard. It notes that bank transfers take 3 working days, while credit cards and cashcards are immediate. A maximum deposit limit of 2 500.00 SEK is stated. The 'Deposit using' dropdown is set to 'Visa/Mastercard'. The 'Fee' is 0.00 SEK. The 'Amount to your account' is 0.00 SEK. The 'Amount' field is set to 100.00 SEK, with links for 'Calculate fee' and 'About fees'. There is a text area for 'Your own notes'. At the bottom, there is a checkbox for storing the credit card number for mobile deposits, and two buttons: 'Cancel' and 'Go to deposit'.

Deposit using Visa/Mastercard

Fee 0.00 SEK

Amount to your account 0.00 SEK

Amount 100.00 SEK [Calculate fee](#) [About fees](#)

Your own notes

☐ Yes, I want PayEx to store my credit card number, to enable user friendly deposit from the mobile application "PayEx Mobil".

[Cancel](#) [Go to deposit](#)

Fill in your card details, and then click on "Process Deposit ".

Amount: SEK: 100.00

Private notes: Deposit by Visa/Mastercard

Deposit money with Credit Card

Card type

Visa

Card number

Cardholders name

Expire date (MM/YY)

01

13

CVC

What is CVC2

Cancel

Process deposit »

PayEx

VERIFIED by VISA

VISA

VISA

MasterCard SecureCode

MasterCard

Maestro

The transaction is now completed.

You can deposit money on your PayEx account by the following means:

- Credit card payment (VISA and Mastercard). Your card must be open to Internet commerce. If there is a problem, please contact your bank.
- Direct Payment (Swedbank and Nordea).
- Cash card, these are presently sold by Pressbyrån and 7eleven/Shell.
- Bank transfer. Your PayEx account number can be used as the OCR-code for credit transfer via the Bank Giro Service.

A PayEx account is an electronic wallet, covered by the *Act on the issuance of electronic money (2002:149)*. Thus, a PayEx account is a general payment method that can be used for payments, for example, for different services in the academic world or at other e-commerce stores in Scandinavia. PayEx Account registration is free and all purchases are free of charge for students.

Note:

- The minimum amount you can deposit on your PayEx account is 100 SEK.
- In order to print your account must contain at least 5 SEK, even if the cost of your print will be less than that.
- All functions except "Scan to email" and "Scan to folder" requires payment.
- When you create your PayEx account, you will receive an email in which you must click on the provided link to verify your account.
- By default, your PayEx account has a limit for direct debit (which is what printing is regarded as), that is set to 100 SEK. If you want to print for larger sums you will have to change this to a higher amount. You will find the settings under Autopay agreement in the left bar on your PayEx account.

Please consider the environment and bring this guide to Servicecenter when you're done!



Servicecenter@hv.se



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