Clientline User Guide
Basic instructions for ECU users
Open the Clientline website....
www.myclientline.net
Click on “Merchant Login”
Enter your username and password
Once logged in, your “Reporting Dashboard” will appear
The “Reporting Dashboard” will show the most recent few days of activity for your merchant number.

You can view activity for a specific date by clicking on the date which is visible in “blue” and underlined.
When you select a specific date, you can see a list of the days transactions...
By clicking on “Dashboard” and selecting “Disputes” from the drop down menu, you can view any history on chargebacks. It’s very important to review this regularly due to short deadlines to challenge these disputes. Should you have a dispute, please contact the Cashier’s Office immediately so the issue you can be resolved before the deadline has passed.
Your “Reporting Dashboard” gives you a quick look at past disputes.
Viewing your “Monthly Statements” is easy....

By clicking “Funding” on the menu, and then selecting “Monthly Statements” from the drop down list, you can view monthly statements from any time range you specify.
Monthly Statements – can be viewed for a range you specify
Statements from the date range you entered will be listed and you can select one at a time to view/print.
Your statement includes the month’s batch totals by date, chargebacks, and merchant fees.
In addition to these instructions, Clientline includes a comprehensive user guide.

Click on “Reference” on the menu and then select “User Guide” from the drop down list.
If you have questions about Clientline or need access, please contact our office.

ecommerce@ecu.edu
Or 737-4729

For password resets,
Call 1–800–285–3978