HIGH POINT UNIVERSITY

Office of Student Accounts

# Student Account Center

High Point University's new Student Account Center will allow students & authorized users to:

- Select eRefund preference

- Add Authorized Users

- Setup Personal Profile; including text message notifications

- View student account activity

- Make a payment & schedule a future payment

- Enroll in a payment plan

- Make deposit payments

- View and print student statements

Students and Authorized users will also have the opportunity to view important Announcements and account balances on the HOME screen.

Office of Student Accounts
One University Parkway
Highpoint, NC 27268
336-841-9259
studentaccounts@highpoint.edu
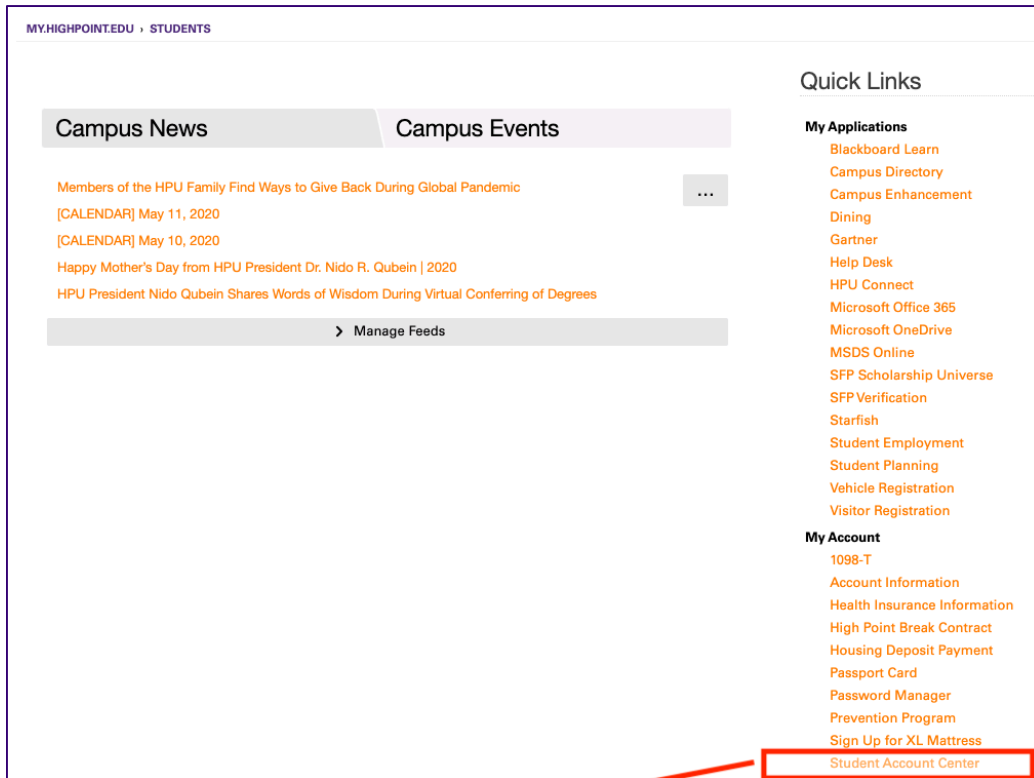Roberts Hall, Room 105

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# Logging in for Students & Authorized Users

There are several ways to access the new Student Account Center.

1. Students can log into the Student Account Center by going to https://my.highpoint.edu and logging in using their student credentials.



2. Authorized users **AND** Students can also access the Student Account Center by going to http://www.highpoint.edu/studentaccounts/ and clicking one of the links below.

# How to select your eRefund preference

Upon the student logging in, they will be prompted to set up their eRefunds preference with a dialog box.
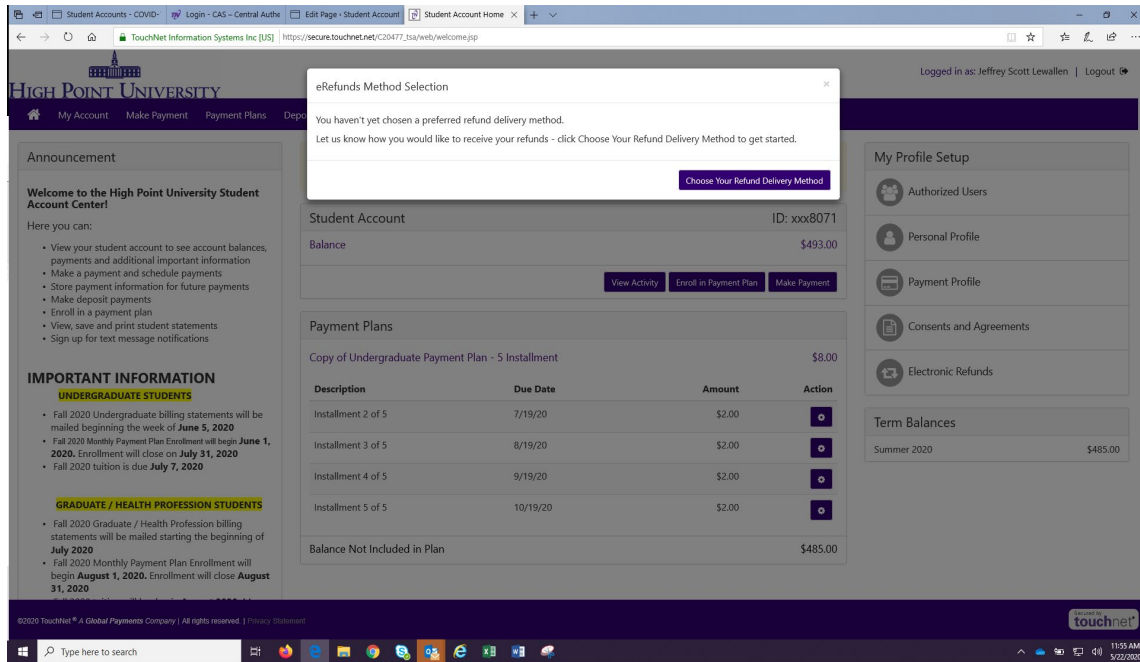


The student will then be required to opt in to either receiving a direct deposit or a paper check.
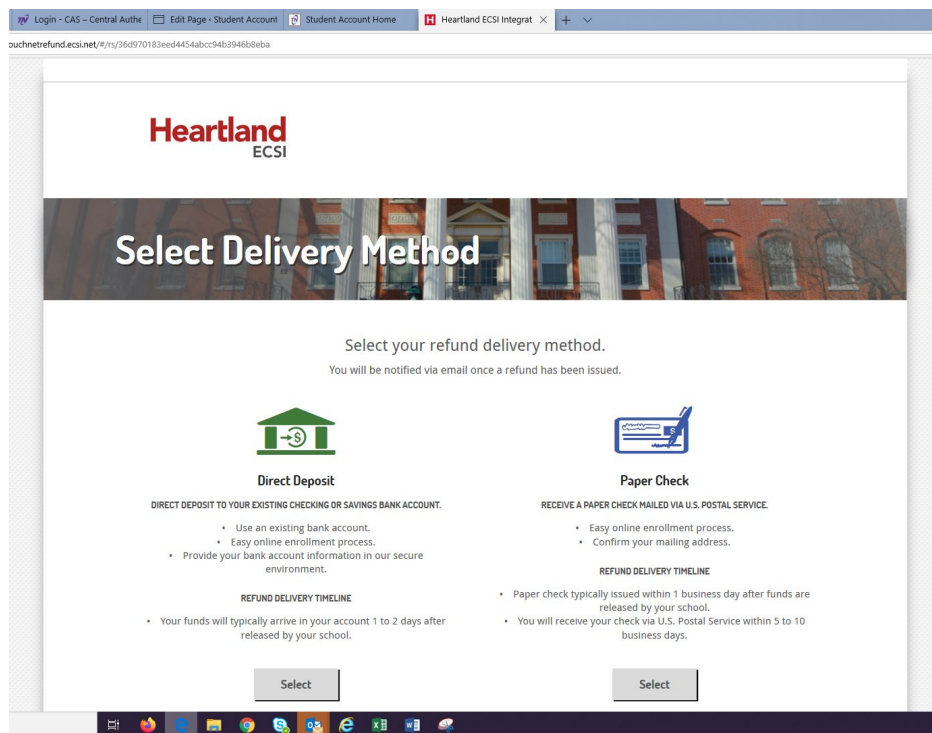


Student address information is auto populated from the schools system. If an address is incorrect the student will need to go to https://my.highpoint.edu and select 'Account Information' to update or contact the University Registrar to have that updated. If no preference is selected, the default option of a paper check will be issued.

# Setting up an Authorized User

On the home screen, the student will select the "Authorized User" option on the right side.
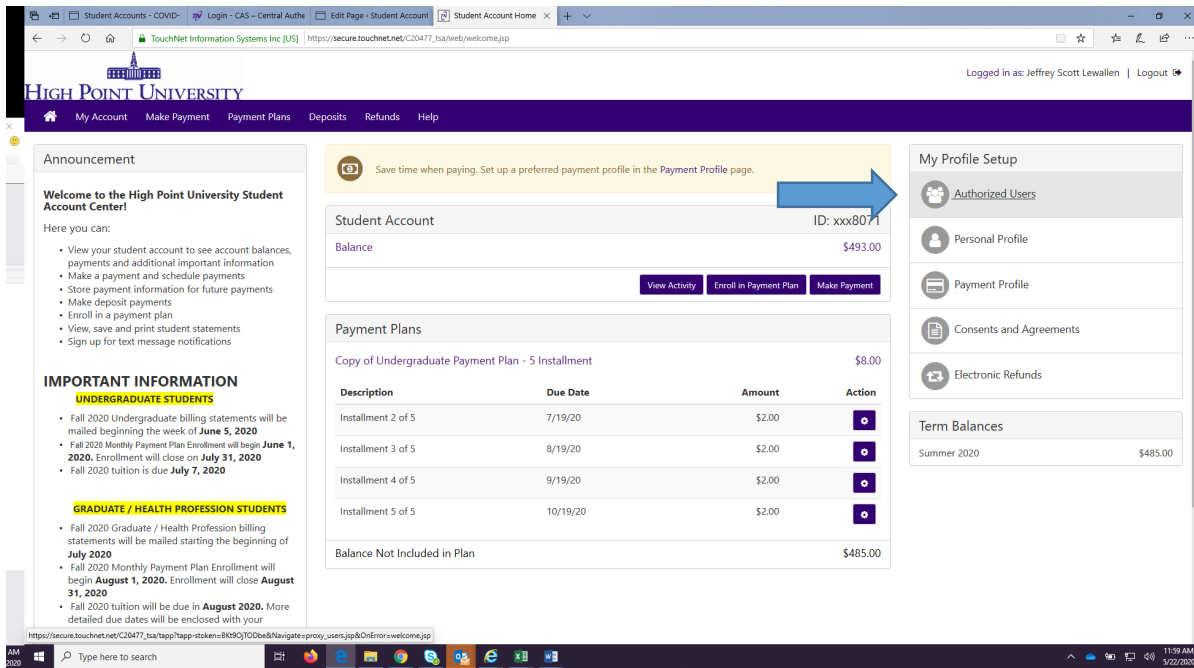


The student will then add the email address of the user to be added. **For payment plan enrollment each **payer** must have an Authorized user account.**
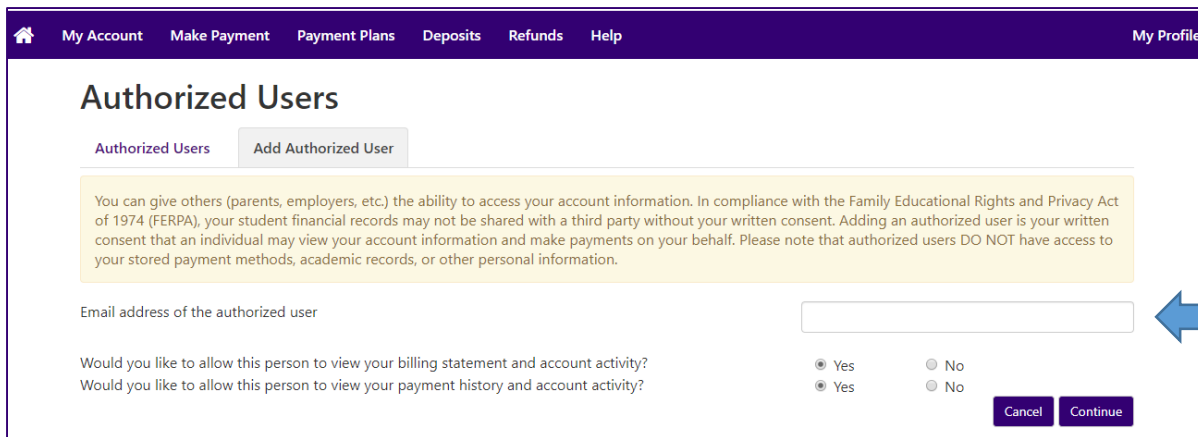


Authorized users will receive two emails; the first alerts them to access being granted and their user name (their email address) and the link to access the website.  The second email is their temporary password and link again to the website.  Upon first logging in, they will be asked to enter the first and last name and change their password.

# Updating your personal profile

To add a mobile number and enroll in text message notifications select 'Personal Profile' under the 'My Profile Setup' section of the home page.



**\*\*Please note that any emails sent directly from the Office of Student Accounts will be sent to the students highpoint.edu email address only.\*\***

# How to view account activity

Once logged in, the student account balance summary will be displayed in the center of the page. Select the 'View Activity' button in the Student Account section to see the account details. You can also get to the account activity by selecting 'My Account' on the header bar and selecting 'Account Activity' from the drop down menu.



You have the ability to print or export the information as either an excel or pdf file.

# How to make a payment

A payment can be made by selecting the "Make Payment' button in the Student Account section or by selecting 'Make Payment' on the header bar.
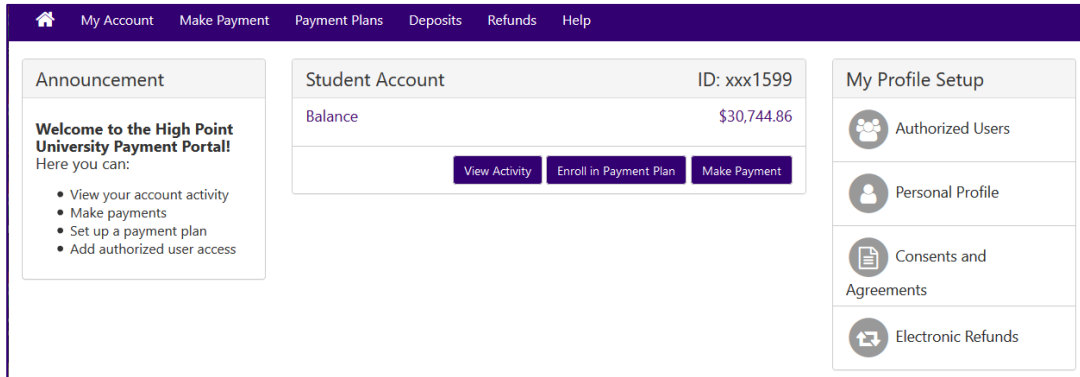


A payment can be made on the current day or scheduled for a future date. Payments can be made towards a single term or multiple terms that have balances.
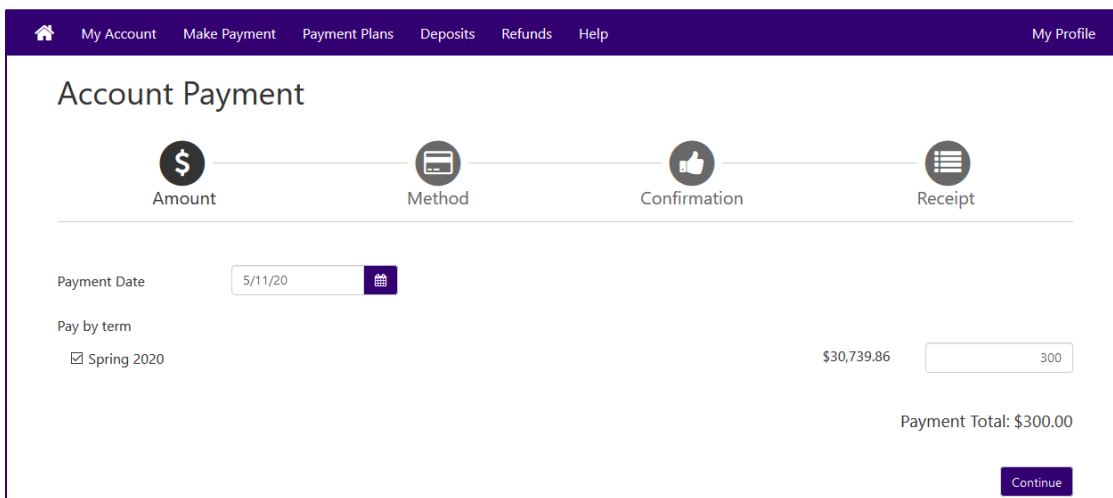


The payment method can be either a credit card or an electronic check. You can also use a saved payment method if one exists.

Before processing your payment, you will have the opportunity to review and change your payment amount, payment date, and/or payment method.



Those payments being processed by credit card will receive notification of the 2.85% processing fee or a minimum of $3.00. To avoid this fee, we encourage our students and families to pay by electronic check whenever possible.
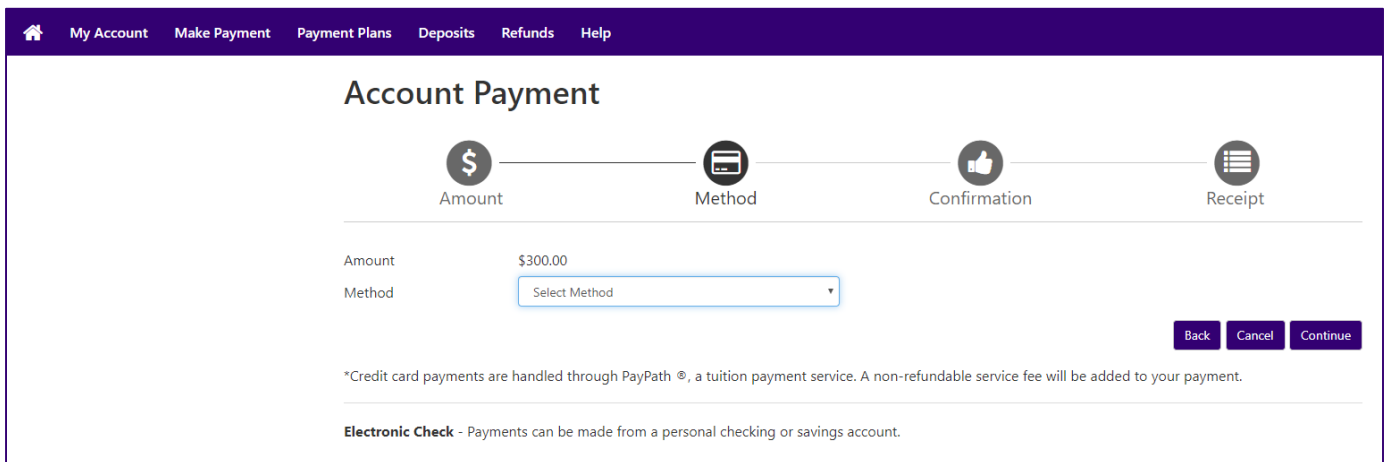
For Electronic Check only, you will be given the option to save the payment method for future use.

If you elected to schedule a payment for a future date, you will also have the opportunity to edit or delete the payment prior to the payment date you had scheduled it for.
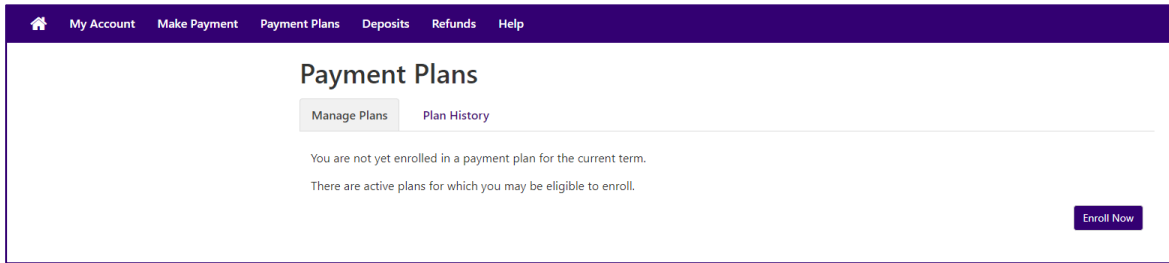
# Storing your payment method

To securely store your electronic check payment information for future use, you can do so by selecting 'Payment Profile' under the 'My Profile Setup' section of the home page.

# How to enroll in a payment plan

Select 'Enroll in a Payment Plan' under the Student Account section or from the header bar.



Select the term you wish to enroll in and select the plan of your choice.
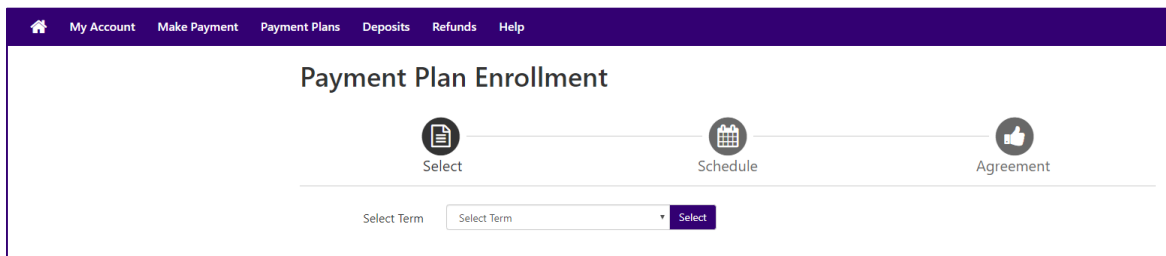


All of the details of the plan will be outlined for you including plan descriptions, setup fee and installment dates and amounts.



Before completing the plan, you will have the opportunity to review and print the terms and conditions that you are agreeing to.

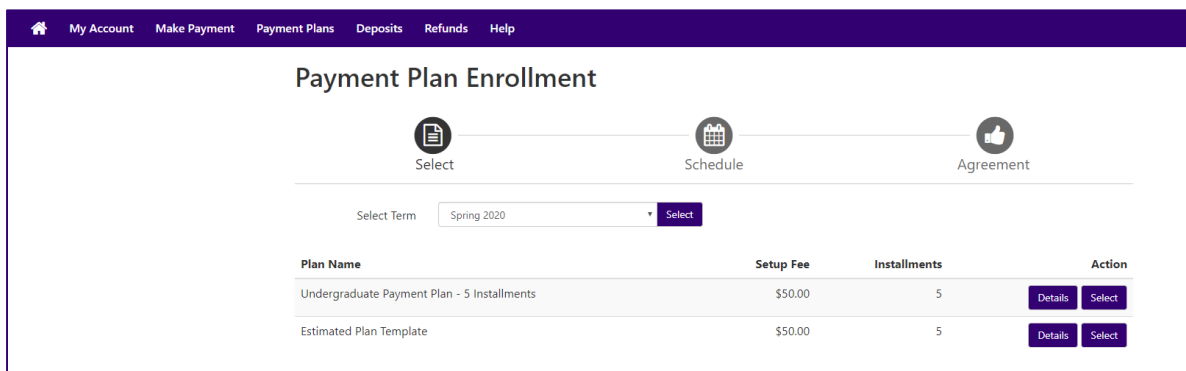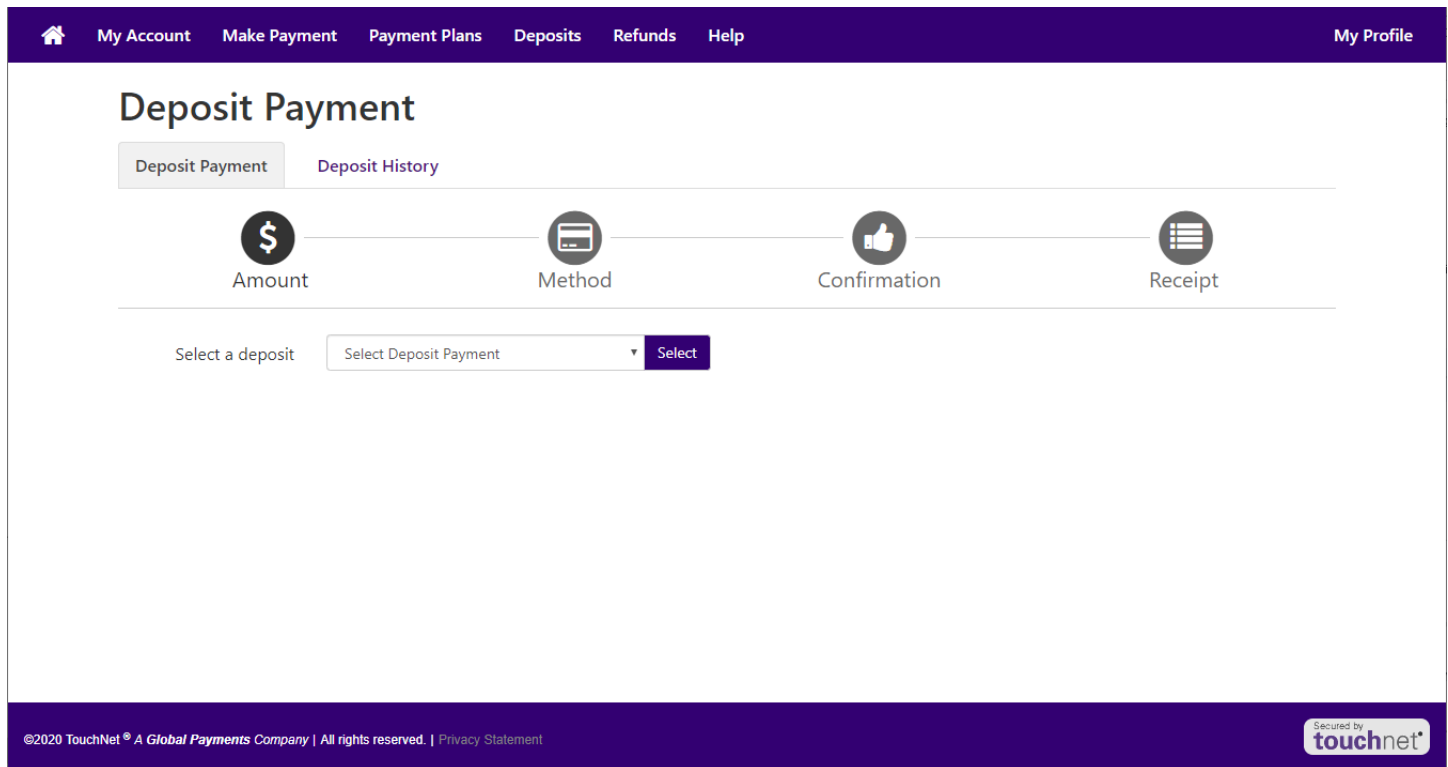# How to make a deposit payment

To make an online deposit payment on your account select 'Deposits' on the header bar. Then select the type of deposit you wish to make from the drop down menu.



You will be provided with a description and in most instances an amount associated with the deposit (if a different amount is allowed, you will be given the option to enter the amount you wish to pay).

Much like a regular online payment covered above, you will be walked through the steps to choose a payment method, confirmation and receipt of transaction.

Under the Deposit History tab, you will be able to see previous deposits you have made.

* Please note, deposits made under the previous system, made in person or by check directly to HPU will not appear in this history.
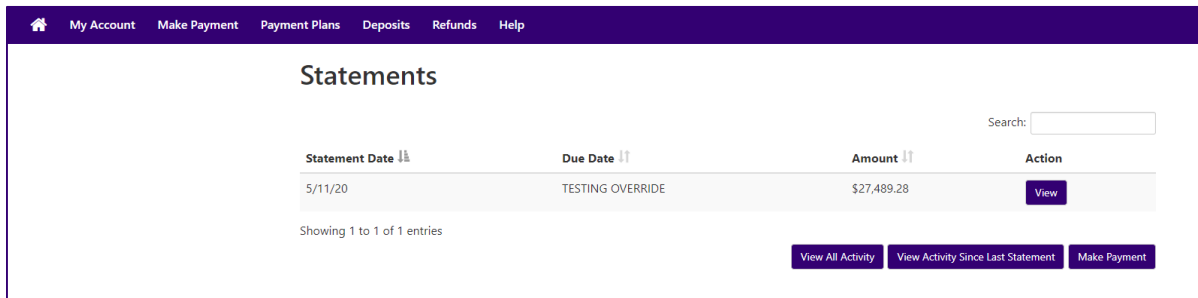
# View and print a statement

Students and authorized users will be notified when a new statement becomes available to be viewed.

To view the student statement, select 'My Account' from the header bar and select 'Statements' from the drop down menu.
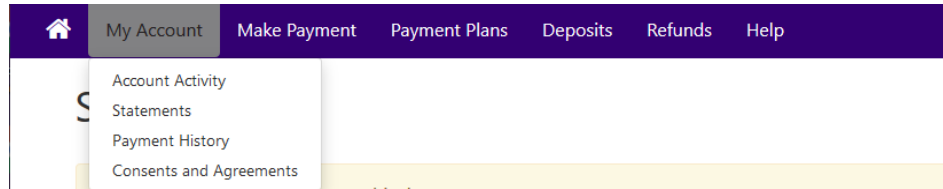


Statements can be sorted by statement date, due date or amount.



You will also be able to print and download your statements.



Press CTRL-P to print.

To save your statement as a PDF, select either Adobe PDF or Microsoft Print to PDF and check off Print to file and save to wherever you would like the document to be saved.