Student Guide to Student Accounts

Student Information System
https://student.msu.edu

Student Accounts
Email: student.receivables@ctlr.msu.edu
Phone: (517) 355-3343
Website: http://ctlr.msu.edu/COSTudentAccounts/
Student Accounts Tile

- Students and guests begin by logging into SIS [http://student.msu.edu](http://student.msu.edu)
- From the main page, select the Student Accounts tile
Student Accounts Menu

From this screen you can view:

- Account Details
- Student Account Summary (similar to Statement of Fees Paid in StuInfo)
- MSU Loans Information
- Tax Forms
- Summer 2021 and prior information

Select Go to My Account to:

- Make a payment on all account balances
- View bills and account details
- Enroll in a payment plan
- Enroll in Direct Deposit
My MSU Account

The notifications pop-up window will appear with information on:

- Financial holds
- Messages from the Student Accounts office

Closing the notifications pop-up window does not clear the notifications.
- They can be accessed again by clicking the notifications bell.
My MSU Account

My MSU Account is mobile-friendly

- The image on the screen will adapt to the size of the screen on which it's being viewed
- The menu on the left disappears when in mobile view
- Click the three horizontal lines to access the menu
Overview Screen

From this screen you can:

• View the account balance summary
• View or enroll in payment plans
• Enroll in direct deposit
• View recent transactions
• Access the Help Center by clicking the question bubble
• Click the “Make a payment” button to being the payment process
My Account Screen

From this screen you can:

- View basic account information
- Add or edit saved payment methods
- Sign up for or edit your direct deposit information
- Access the Help Center by clicking the question bubble
Activity Details Screen

From this screen you can:

- View unbilled activity since the last billing statement - This page helps explain the balance on the Overview screen if it differs from the last billing statement.
- View anticipated aid and projected account balance
- View current enrollment information
- Access the Help Center by clicking the question bubble
Payment Plan Screen

From this screen you can:

- Enroll in an available payment plan
- View active payment plans
- Sign up for or edit auto-pay on active payment plans
- Access the Help Center by clicking the question bubble
Payment Plan Enrollment

Click the ‘View payment plan options’ button from the Payment Plan screen to view payment plan information.

- There is a $40 enrollment fee.
- Fall and spring semesters have four installments.
- Summer semester has three installments.
- Balances from prior terms cannot be included in current term payment plans.

Additional payment plan information can be found at:
http://ctlr.msu.edu/COStudentAccounts/PaymentPlanFAQ.aspx
Payment Plan Screen

After enrollment in a payment plan, from this screen you can:

- View current plan details
- Enroll, edit, or withdraw from auto-pay
- Consolidate your payment plan if the balance on your account increases for the term in which you are enrolled
Payment Plan Consolidation

If the balance on your account increases for a semester in which you have an active payment plan, you will be given the option to consolidate your payment plan.

- A payment plan consolidation window will appear
- A 'plan consolidation available' notice will be noted under the current plan on the Overview and Payment Plan screens

Consolidation options:

- If you choose to consolidate your plan, the increase will be spread out to the remaining unbilled installments.
- If you choose not to consolidate your plan, the increase will be included in the next monthly billing statement

If the balance on your account decreases for a semester in which you have an active payment plan, the payment plan budget will automatically be recalculated. The decrease will evenly reduce the remaining unbilled installments.
Making a Payment

- When making a payment, amounts due are listed separately by term.
- If a balance is owed for multiple terms in the new student system, the oldest charges will be paid first, regardless of term selected.
Making a Payment

Available electronic payment methods:

- Credit or debit card - convenience fee applies (2.75% for domestic cards, 4.25% for international cards)
- Bank account - U.S. checking or savings accounts
- 529 savings plan – MESP, MI 529 Advisor and other plans available ($10 fee to use this service)
- International payment – service provided by Flywire
- Saved payment methods will also be listed here

Additional payment options can be found at:
http://ctlr.msu.edu/COSTudentAccounts/MethodsofPaymentFall21.aspx
Making a Payment

- After submitting a payment, the payment confirmation screen will appear.
- The remaining balance is listed.
- Click the receipt link to view and print your receipt.

Please note: this confirmation screen does not verify your checking or savings account payment was successful, only that your banking information was submitted.
Transactions Screen

From this screen you can view transactions related to your student account:

• Online payments
• Cashier's Office transactions (tuition and non-tuition, payments and disbursements)
• Payment reversals

Click the Receipt link to view transaction details or print a receipt.
Statements Screen

From this screen you can:

- View billing statements
- Download billing statements and payment coupons

Note the “NEW” notation next to the top statement. Once a statement has been viewed, this notation will disappear.
Billing Statements – Page 1

The top of the billing statement may be used as a payment coupon for mail payments.
The Statement Balance does not include anticipated financial aid, but the anticipated aid total is listed directly below the Statement Balance for your convenience.

- Prior term charges must be paid in full.
- You may subtract the anticipated aid total from the corresponding term charges to determine amount due.
- Example, Spring 2022 bill:
  - Fall 2021 unpaid charges = $100.00
  - Spring 2022 unpaid charges = $1000.00
  - Statement balance = $1100.00
  - Spring 2022 anticipated aid = -$1200.00
  - Amount due = $100.00
  (Anticipated aid exceeds the statement balance, but prior term charges must be paid.)
Billing Statements – Page 1

In the Account Details section you will find:

- Billing-related messages
- Unpaid charges – a list of all unpaid charges on the account
- Unapplied credits – potential refunds that can only be used to pay unpaid charges in the same term
- Anticipated financial aid – aid that could reduce the balance due on unpaid charges in the same term
- Payment plan information – installments related to active payment plans; amounts are included in the unpaid charges
- Enrollment information – courses and credits for the current term
Billing Statements – Page 2

In the Monthly Activity section you will find:
- Previous statement balance
- All account activity since the prior statement
- Current statement balance

<table>
<thead>
<tr>
<th>Date</th>
<th>Term</th>
<th>Description</th>
<th>Charges</th>
<th>Credits</th>
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</table>

Statement Balance (does not reflect ANTICIPATED AID) $4,917.00
Help Center

The Help Center can be accessed by clicking the Help menu option or by clicking the question bubble in the bottom right-hand corner of any menu screen.

From the Help Center you can:

- Find out who to contact for questions about your balance, payment plans, direct deposit, making a payment and service fees
- View a list of Frequently Asked Questions
Help Center

Frequently Asked Questions

- Clicking a question link provides a printable answer and details on what office to contact for more information.
Guest Access to My MSU Account

Guest access is granted in the student portal: [https://student.msu.edu](https://student.msu.edu)

- Under My Profile, select “Share my information electronically”
- Select “View student account”

Guest access helpful hints:

- Guests with multiple students can switch between student accounts by clicking the “View a different student” link
- Guests and students cannot view or edit each other’s saved payment information
For more information or assistance, please contact:
MSU Student Accounts

Email: student.receivables@ctlr.msu.edu
Phone: (517) 355-3343
Website: http://ctlr.msu.edu/COSStudentAccounts/
In person: Hannah Administration Building
426 Auditorium Road, Room 140