

Student Guide to Student Accounts

Student Information System

<https://student.msu.edu>

Student Accounts

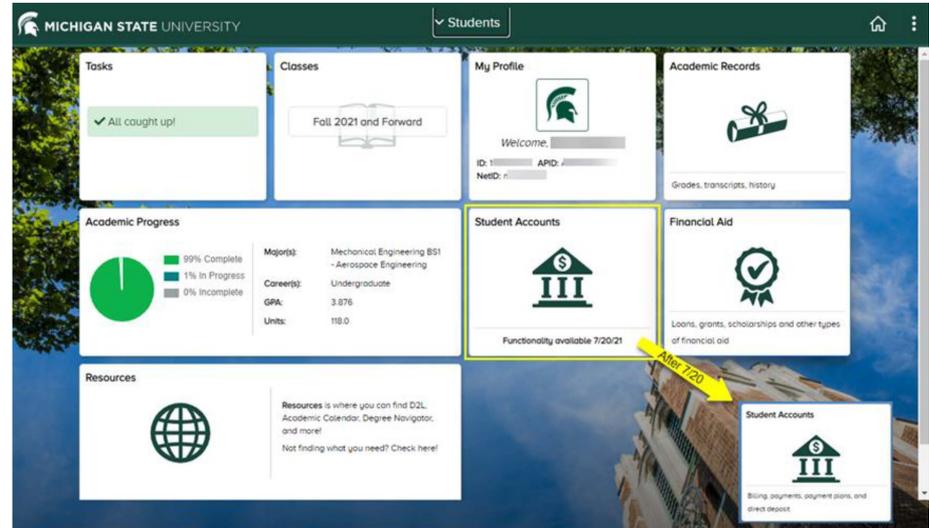
Email: student.receivables@ctrl.msu.edu

Phone: (517) 355-3343

Website: <http://ctrl.msu.edu/COStudentAccounts/>

Student Accounts Tile

- Students and guests begin by logging into SIS
<http://student.msu.edu>
- From the main page, select the Student Accounts tile



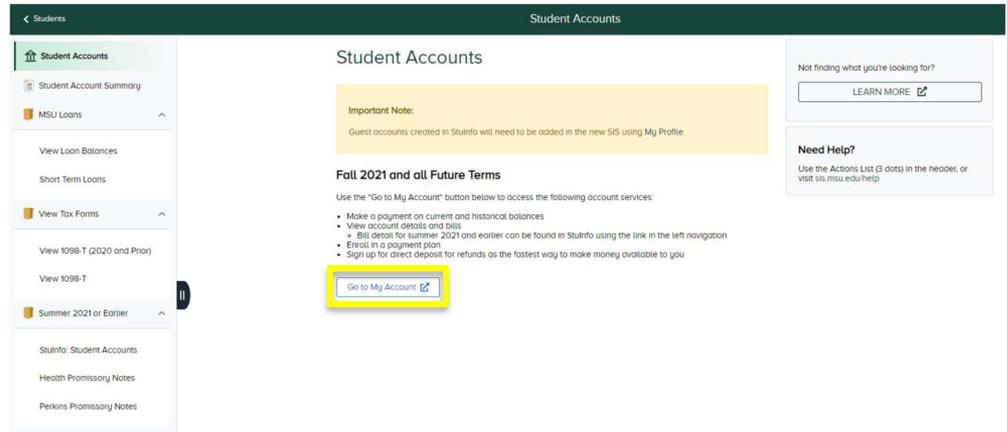
Student Accounts Menu

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



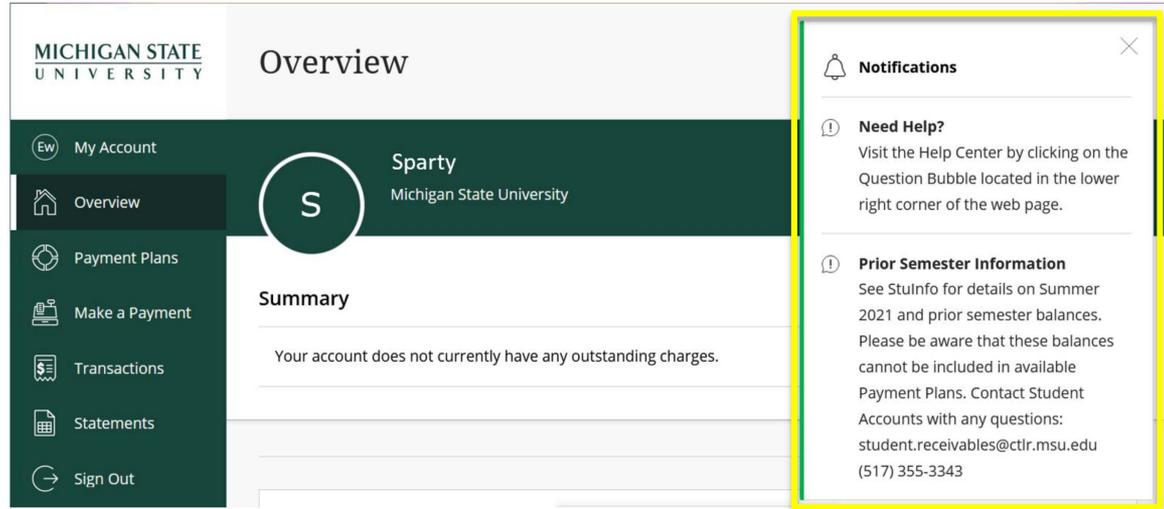
My MSU Account

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.



MICHIGAN STATE UNIVERSITY Overview

EW My Account
 Overview
 Payment Plans
 Make a Payment
 Transactions
 Statements
 Sign Out

S Sparty
Michigan State University

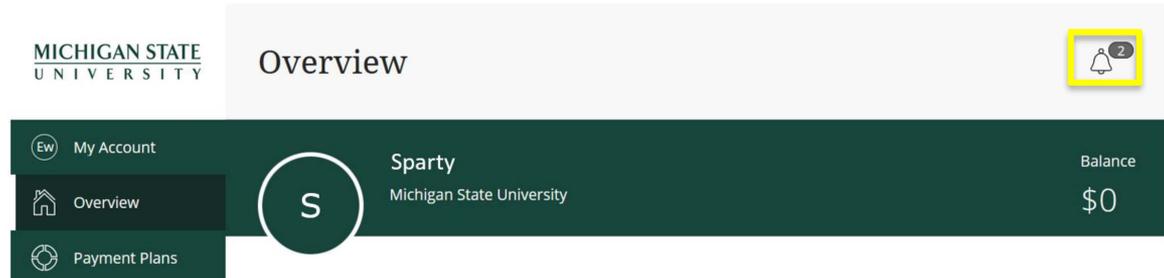
Summary

Your account does not currently have any outstanding charges.

Notifications

Need Help?
Visit the Help Center by clicking on the Question Bubble located in the lower right corner of the web page.

Prior Semester Information
See Stuinfor details on Summer 2021 and prior semester balances. Please be aware that these balances cannot be included in available Payment Plans. Contact Student Accounts with any questions: student.receivables@ctrl.msu.edu (517) 355-3343



MICHIGAN STATE UNIVERSITY Overview

EW My Account
 Overview
 Payment Plans

S Sparty
Michigan State University

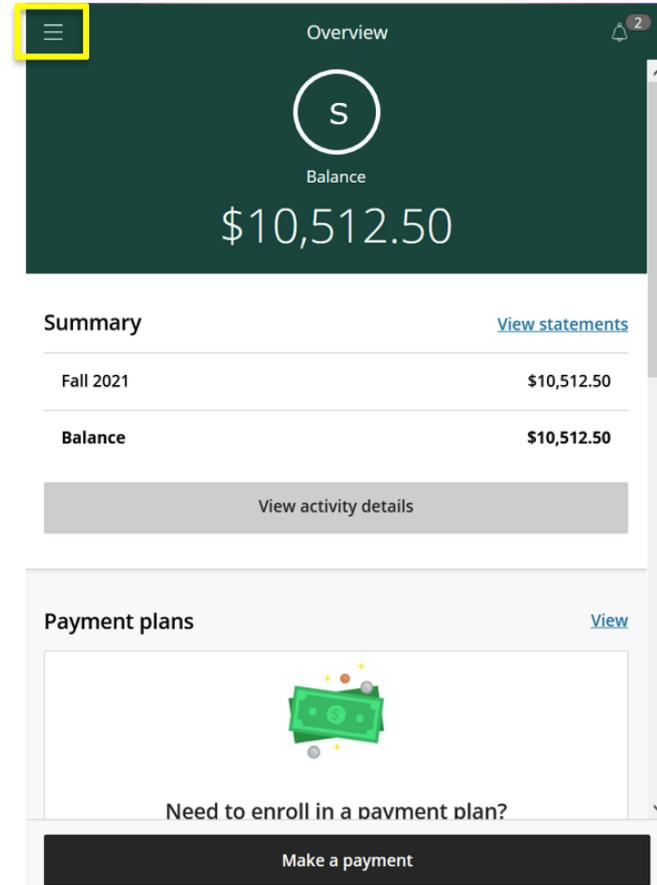
Balance
\$0



My MSU Account

My MSU Account is mobile-friendly

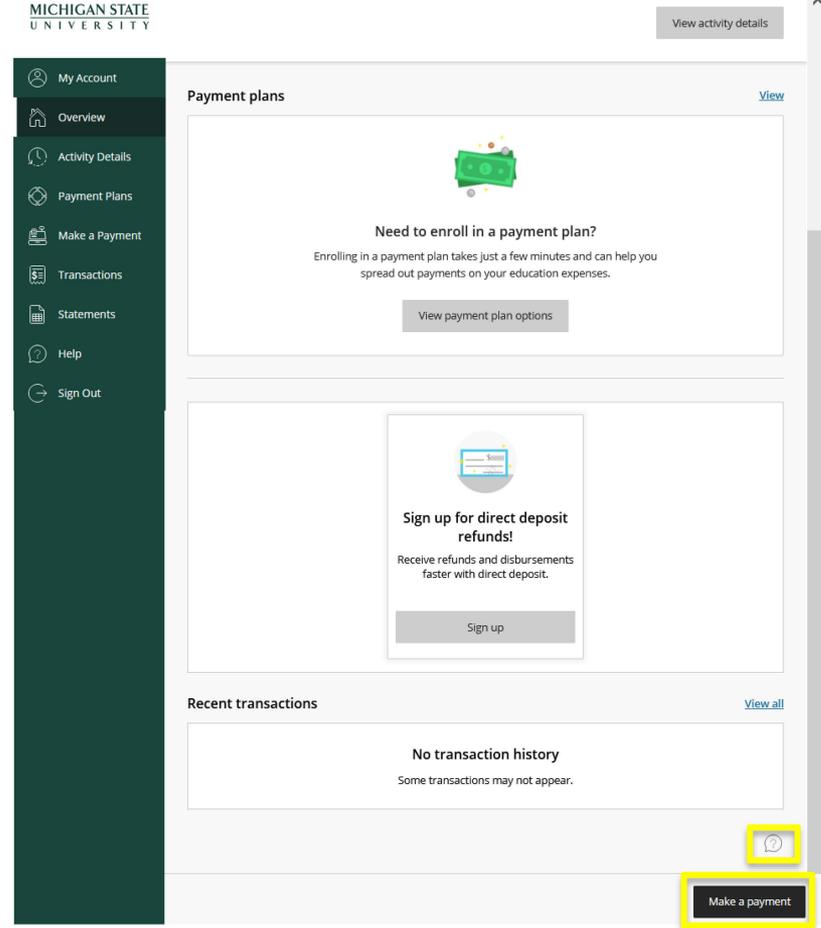
- The image on the screen will adapt to the size of the screen on which it's being viewed
- The menu on the left disappears when in mobile view
- Click the three horizontal lines to access the menu



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 begin the payment process

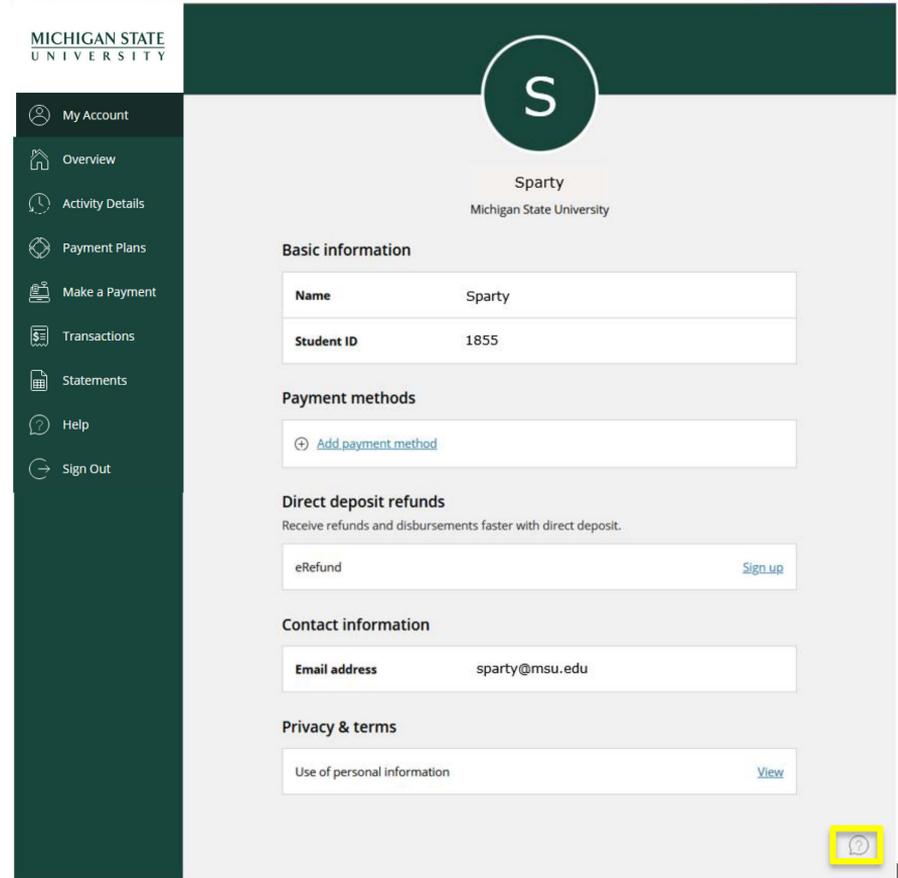


The screenshot shows the Michigan State University account overview screen. On the left is a dark green sidebar with navigation options: My Account, Overview (selected), Activity Details, Payment Plans, Make a Payment, Transactions, Statements, Help, and Sign Out. The main content area has a top right button for 'View activity details'. Below this is a 'Payment plans' section with a 'View' link and a card titled 'Need to enroll in a payment plan?' with a 'View payment plan options' button. The next section is 'Sign up for direct deposit refunds!' with a 'Sign up' button. Below that is a 'Recent transactions' section with a 'View all' link and a 'No transaction history' message. At the bottom right, there is a 'Make a payment' button highlighted with a yellow box, and a small help icon above it.

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



The screenshot shows the 'My Account' interface. On the left is a dark green sidebar with a navigation menu: My Account (selected), Overview, Activity Details, Payment Plans, Make a Payment, Transactions, Statements, Help, and Sign Out. The main content area has a dark green header with the Michigan State University logo and a circular profile icon containing the letter 'S'. Below the header, the user's name 'Sparty' and affiliation 'Michigan State University' are displayed. The main content is organized into sections: 'Basic information' with fields for Name (Sparty) and Student ID (1855); 'Payment methods' with a link to 'Add payment method'; 'Direct deposit refunds' with a note about faster refunds and an 'eRefund' field with a 'Sign up' link; 'Contact information' with an 'Email address' field containing 'sparty@msu.edu'; and 'Privacy & terms' with a 'Use of personal information' field and a 'View' link. A small yellow question mark icon is located in the bottom right corner of the page.

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

MICHIGAN STATE UNIVERSITY

- My Account
- Overview
- Activity Details**
- Payment Plans
- Make a Payment
- Transactions
- Statements
- Help
- Sign Out

Activity Details

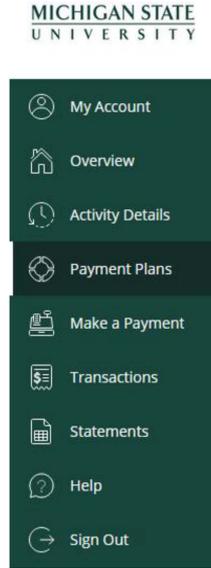
BALANCE FROM PRIOR STATEMENT			\$ 0.00
UNBILLED ACTIVITY SINCE LAST STATEMENT			
Date	Term	Description	Amount
04-30-2021	Fall 2021	ASMSU Tax	21.00
04-30-2021	Fall 2021	FM Radio Tax	3.00
04-30-2021	Fall 2021	Instate UG Soph Tuit	4,446.00
04-30-2021	Fall 2021	State News Tax	7.50
05-10-2021	Fall 2021	Owen Grad. Assoc. Tax	8.00
05-10-2021	Fall 2021	Owen Room Charge	3,197.00
05-10-2021	Fall 2021	Silver Dining Plan	2,830.00
05-11-2021	Spring 2021	Fellwshp Stip-CVM/USDA/InfDis	-1,234.00
Total Current Account Activity			9,278.50
Current Account Balance			\$ 9,278.50
ANTICIPATED AID			
Expiration Date	Term	Description	Amount
Projected Account Balance with Anticipated Aid			\$ 9,278.50
ENROLLMENT INFORMATION			
Subj/Crse	Term	Course Title	Credit Hours



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 Plans

Current plans



Need to enroll in a payment plan?

Enrolling in a payment plan takes just a few minutes and can help you spread out payments on your education expenses.

[View payment plan options](#)

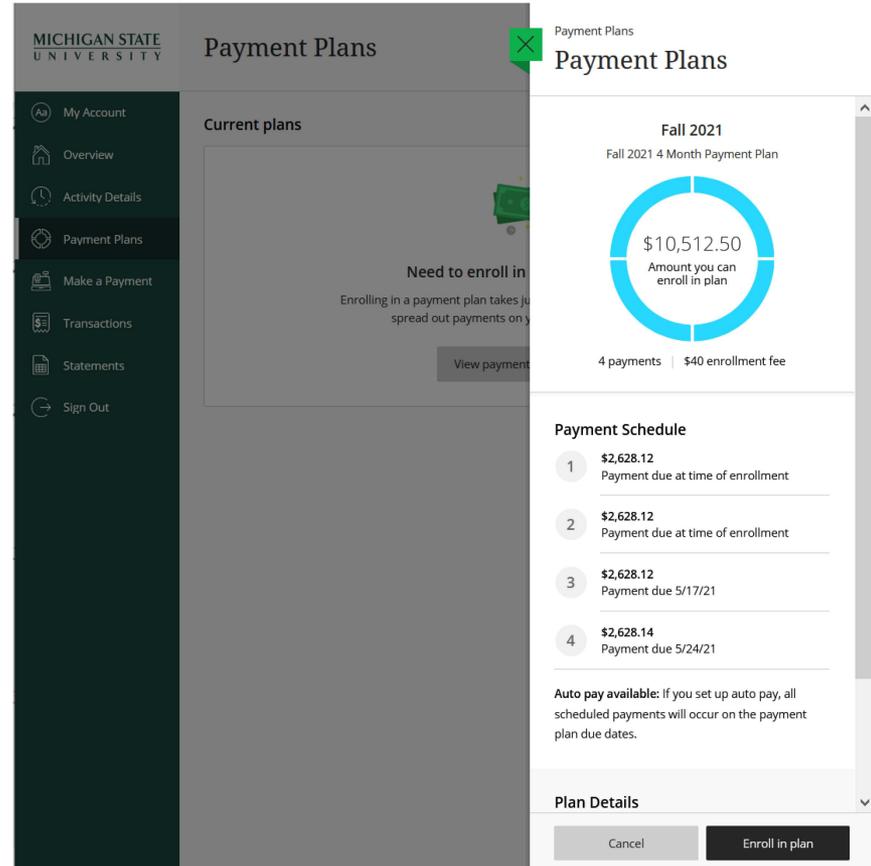
Payment Plan Enrollment

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://ctrl.msu.edu/COStudentAccounts/PaymentPlanFAQ.aspx>



MICHIGAN STATE UNIVERSITY Payment Plans

Payment Plans

Fall 2021
Fall 2021 4 Month Payment Plan

\$10,512.50
Amount you can enroll in plan

4 payments | \$40 enrollment fee

Payment Schedule

- \$2,628.12**
Payment due at time of enrollment
- \$2,628.12**
Payment due at time of enrollment
- \$2,628.12**
Payment due 5/17/21
- \$2,628.14**
Payment due 5/24/21

Auto pay available: If you set up auto pay, all scheduled payments will occur on the payment plan due dates.

Plan Details

Cancel Enroll in plan

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



-  My Account
-  Overview
-  Activity Details
-  Payment Plans
-  Make a Payment

Payment Plans

Current plans

Plan	Paid	Remaining
 Fall 2021: Fall 2021 4 Month Payment Plan AUTO PAY	\$2,704.88	\$8,114.62
ⓘ \$2,704.88 is past due		



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.

The screenshot displays the 'Payment Plans' overview page. At the top, there is a green close button and the text 'Overview' and 'Payment Plans'. A grey box highlights a 'Plan consolidation available' notice with the following details:

Current plan balance	\$4,251.00
Eligible plan increase	\$2,000.00
Consolidation balance	\$6,251.00

Below the table, a message states: 'Your balance recently changed. Keep your current plan, or choose to consolidate the eligible increase into a new plan.' A blue link labeled 'View consolidation option' is provided.

The lower section shows the 'Fall 2021' 'Fall 2021 4 Month Payment Plan' with a progress chart. The chart is a donut chart where a blue segment represents the amount paid (\$1,417) and the grey segment represents the remaining amount (\$4,251). The text '\$1,417' is displayed in the center of the chart, with 'Next payment due 6/29/21' below it. At the bottom, a status bar reads 'Paid \$1,417 | Remaining \$4,251'.

Making a Payment

- When making a payment, amounts due are listed separately by term.
- If a balance is owed for multiple terms, the oldest charges will be paid first, regardless of term selected.
- Checking the box next to a term will result in any additional term-related messages being presented.



-  My Account
-  Overview
-  Activity Details
-  Make a Payment
-  Transactions
-  Statements
-  Help
-  Sign Out

Make a Payment

Pay amount

●
●
●

How much would you like to pay?

Balance items

Check all | 0 of 2 selected

Description	Balance	Amount
<input type="checkbox"/> Spring 2022	\$869.50	<input style="width: 100%;" type="text" value="\$0.00"/>
<small>Maximum \$869.50</small>		
<input type="checkbox"/> Summer 2022	\$6,021.50	<input style="width: 100%;" type="text" value="\$0.00"/>
Total balance		\$6,891.00
Pay amount		\$0.00
<i>Remaining balance</i>		<i>\$6,891.00</i>

* Indicates required field ?

Payment 0 items

\$0

Cancel

Checkout



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://ctrl.msu.edu/COStudentAccounts/MethodsofPaymentFall21.aspx>

MICHIGAN STATE UNIVERSITY

Make a Payment

< Additional information Payment method

How would you like to pay?

Payment amount
\$6,742

*** Payment method**

New credit or debit card
Convenience fee may apply

New bank account

New 529 Savings Plan
If your plan is not supported, contact the plan for disbursement options.

International payment

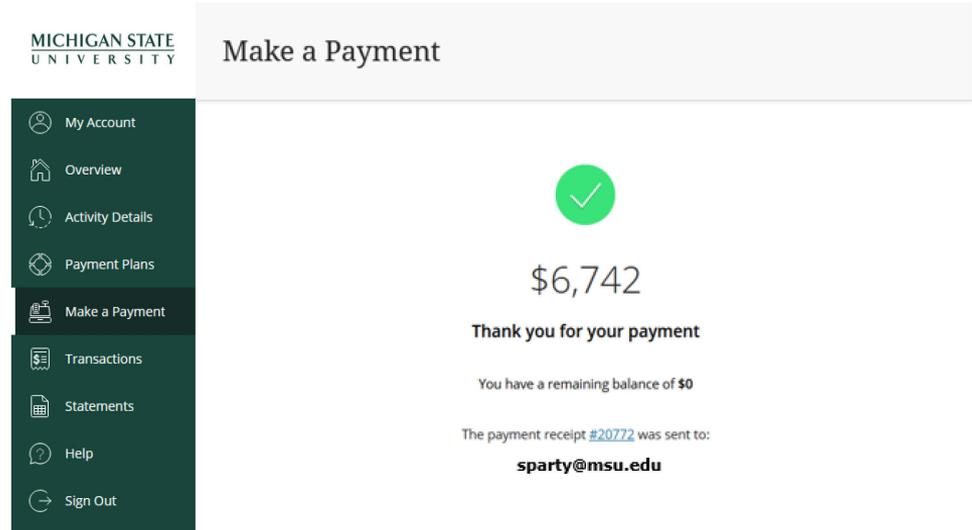
Secure encrypted payment

Cancel Continue

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.



MICHIGAN STATE UNIVERSITY

Make a Payment

- My Account
- Overview
- Activity Details
- Payment Plans
- Make a Payment**
- Transactions
- Statements
- Help
- Sign Out



\$6,742

Thank you for your payment

You have a remaining balance of **\$0**

The payment receipt [#20772](#) was sent to:
sparty@msu.edu

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.



-  My Account
-  Overview
-  Activity Details
-  Payment Plans
-  Make a Payment
-  Transactions
-  Statements
-  Help
-  Sign Out

Transactions

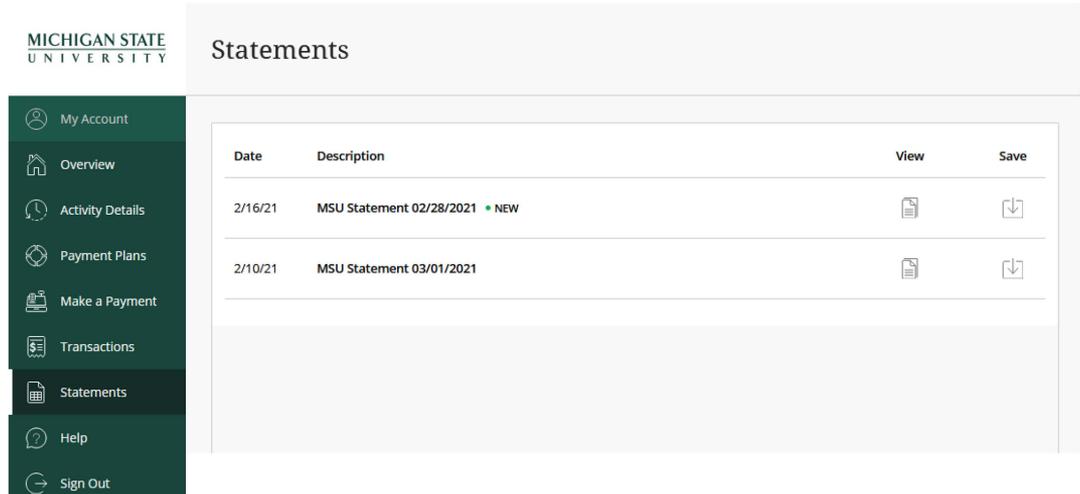
Date	Description	Receipt	Amount
5/11/21	Fall 2021 ±1	#20772	\$6,742.00
1/28/21	Payment reversal Summer 2020	#20283	(\$500.00)
1/26/21	Summer 2020	#20255	\$500.00

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.



MICHIGAN STATE UNIVERSITY

Statements

Date	Description	View	Save
2/16/21	MSU Statement 02/28/2021 • NEW		
2/10/21	MSU Statement 03/01/2021		



Billing Statements – Page 1

The top of the billing statement can be used as a payment coupon for mail payments.

Please note: 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: Fall unpaid charges = \$100.00, Spring unpaid charges = \$1000.00, Spring anticipated aid = \$1200.00. Amount due is \$100.00.

MICHIGAN STATE UNIVERSITY

Michigan State University
Student Accounts
426 Auditorium Rd Room 140
East Lansing, MI 48824
www.msu.edu

Spartan
220 Trowbridge Rd
East Lansing, MI 48824

STATEMENT SUMMARY	
Statement Date	12/09/2021
Due Date	01/05/2022
Student ID	1855
STATEMENT BALANCE	\$4,917.00
ANTICIPATED AID (not reflected in Statement Balance)	-\$6,122.00

STATEMENT BALANCE does not include the ANTICIPATED AID. Prior term charges must be paid in full. You may subtract the ANTICIPATED AID from the corresponding term charges to calculate amounts due.

If mailing a check, make check payable to Michigan State University and please include your Student ID #.

Account Details

All account activity, including payment plan installment information, can be found at student.msu.edu

Account Notes:

- Final payments for fall semester are due by November 1st. To avoid being dis-enrolled for the spring semester, pay your account in full (including any balances prior to fall semester). Contact Student Accounts at 517.355.3343 if you have any questions.
- The student account must be paid in full by November 1st to avoid a \$30 late fee.
- Account balances for Summer 2021 and prior will not be included in this bill. Please refer to your billing statement in StuInfo.

Unpaid Charges			
Date Posted	Term	Description	Amount
12/03/2021	Spring 2022	ASMSU Tax	21.00
12/03/2021	Spring 2022	Business Program Fee	452.00
12/03/2021	Spring 2022	FM Radio Tax	3.00
12/03/2021	Spring 2022	InState UG Senior BUS Tuit	4,383.50
12/03/2021	Spring 2022	Recreational & Wellness Center	50.00
12/03/2021	Spring 2022	State News Tax	7.50
TOTAL UNPAID CHARGES			\$4,917.00

Anticipated Financial Aid (Can only offset charges from the same term)			
Expiration Date	Term	Description	Amount
02/08/2022	Spring 2022	PELL-FED Pell Grant	-2,622.00



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

MICHIGAN STATE UNIVERSITY

Michigan State University
Student Accounts
426 Auditorium Rd Room 140
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Unpaid Charges			
Date Posted	Term	Description	Amount
12/03/2021	Spring 2022	ASMSU Tax	21.00
12/03/2021	Spring 2022	Business Program Fee	452.00
12/03/2021	Spring 2022	FM Radio Tax	3.00
12/03/2021	Spring 2022	InState UG Senior BUS Tuit	4,383.50
12/03/2021	Spring 2022	Recreational & Wellness Center	50.00
12/03/2021	Spring 2022	State News Tax	7.50
TOTAL UNPAID CHARGES			\$4,917.00

Anticipated Financial Aid (Can only offset charges from the same term)			
Expiration Date	Term	Description	Amount
02/08/2022	Spring 2022	PELL-FED Pell Grant	-2,622.00



Billing Statements – Page 2



Spartan
220 Trowbridge Rd
East Lansing, MI 48824

STATEMENT SUMMARY	
Statement Date	12/09/2021
Due Date	01/05/2022
Student ID	1855
STATEMENT BALANCE	\$4,917.00
ANTICIPATED AID (not reflected in Statement Balance)	-\$6,122.00

In the Monthly Activity section you will find:

- Previous statement balance
- All account activity since the prior statement
- Current statement balance

Monthly Activity

Previous Statement Balance	\$0.00
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Current Activity				
Date Posted	Term	Description	Charges	Credits
11/11/2021	Fall 2021	Late Payment Fee	30.00	
11/29/2021	Fall 2021	TPC: Michigan Education Trust 21/22		50.00
11/30/2021	Fall 2021	Late Payment Fee		30.00
11/30/2021	Fall 2021	Student Refund	50.00	
12/03/2021	Spring 2022	ASMSU Tax	21.00	
12/03/2021	Spring 2022	Business Program Fee	452.00	
12/03/2021	Spring 2022	Course Fee Courtesy		4,383.50
12/03/2021	Spring 2022	FM Radio Tax	3.00	
12/03/2021	Spring 2022	InState UG Senior BUS Tuit	8,767.00	
12/03/2021	Spring 2022	Recreational & Wellness Center	50.00	
12/03/2021	Spring 2022	State News Tax	7.50	

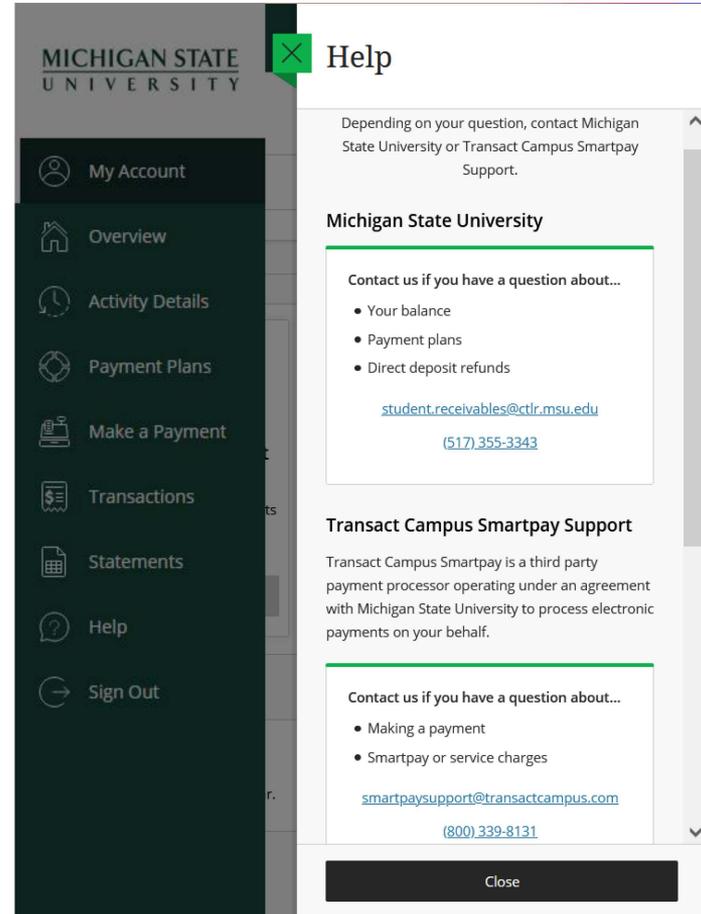
Statement Balance (does not reflect ANTICIPATED AID)	\$4,917.00
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Help Center

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

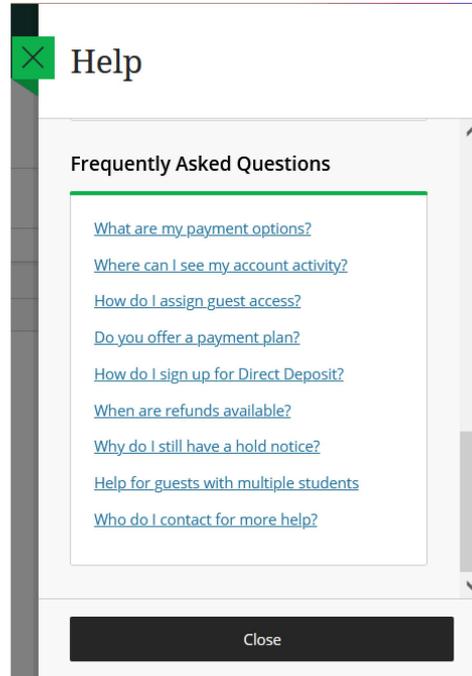


The screenshot shows the Michigan State University mobile app interface. On the left is a dark navigation menu with icons and labels: My Account, Overview, Activity Details, Payment Plans, Make a Payment, Transactions, Statements, Help, and Sign Out. The 'Help' option is highlighted. On the right is a 'Help' modal window with a green close button in the top left. The modal contains the following text: 'Depending on your question, contact Michigan State University or Transact Campus Smartpay Support.' Below this is a section for 'Michigan State University' with a green border, containing the text 'Contact us if you have a question about...' followed by a bulleted list: 'Your balance', 'Payment plans', and 'Direct deposit refunds'. Below the list are the email address student.receivables@ctr.msu.edu and the phone number [\(517\) 355-3343](tel:517.355-3343). Below this is a section for 'Transact Campus Smartpay Support' with the text: 'Transact Campus Smartpay is a third party payment processor operating under an agreement with Michigan State University to process electronic payments on your behalf.' Below this is another section with a green border, containing the text 'Contact us if you have a question about...' followed by a bulleted list: 'Making a payment' and 'Smartpay or service charges'. Below the list are the email address smartpaysupport@transactcampus.com and the phone number [\(800\) 339-8131](tel:800.339-8131). At the bottom of the modal is a black button labeled 'Close'.

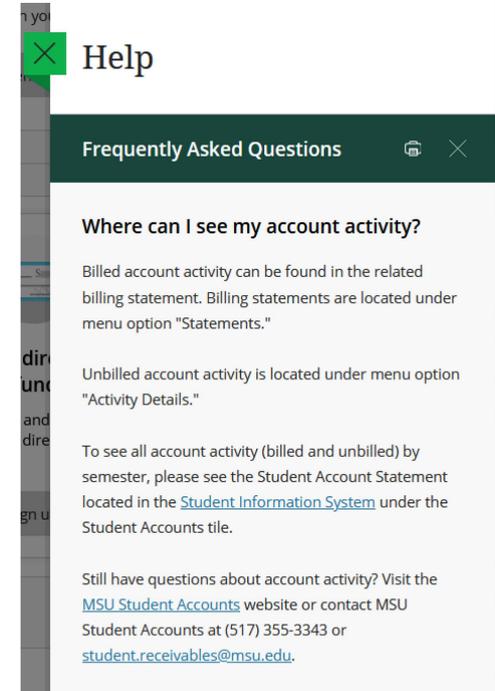
Help Center

Frequently Asked Questions

- Clicking a question link provides a printable answer and details on what office to contact for more information



The screenshot shows a modal window titled "Help" with a close button (X) in the top left corner. Below the title is a section header "Frequently Asked Questions". A list of seven blue hyperlinks is displayed within a white box with a green border. The links are: "What are my payment options?", "Where can I see my account activity?", "How do I assign guest access?", "Do you offer a payment plan?", "How do I sign up for Direct Deposit?", "When are refunds available?", "Why do I still have a hold notice?", "Help for guests with multiple students", and "Who do I contact for more help?". At the bottom of the modal is a black button labeled "Close".



The screenshot shows a modal window titled "Help" with a close button (X) in the top left corner. Below the title is a section header "Frequently Asked Questions" with a search icon and a close icon. The main content area is titled "Where can I see my account activity?". It contains three paragraphs of text: "Billed account activity can be found in the related billing statement. Billing statements are located under menu option 'Statements.'", "Unbilled account activity is located under menu option 'Activity Details.'", and "To see all account activity (billed and unbilled) by semester, please see the Student Account Statement located in the [Student Information System](#) under the Student Accounts tile." Below this is a paragraph: "Still have questions about account activity? Visit the [MSU Student Accounts](#) website or contact MSU Student Accounts at (517) 355-3343 or student.receivables@msu.edu."

Guest Access to My MSU Account

Guest access is granted in the student portal:

<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



MICHIGAN STATE UNIVERSITY

Overview

My Account

Overview

Activity Details

S

Michigan State University

Balance

\$11,140.76

Student: Sparty

**For more information or assistance, please contact:
MSU Student Accounts**

Email: student.receivables@ctrl.msu.edu

Phone: (517) 355-3343

Website: <http://ctrl.msu.edu/COStudentAccounts/>

In person: Hannah Administration Building
426 Auditorium Road, Room 140