

# HIGH POINT UNIVERSITY

THE PREMIER LIFE SKILLS UNIVERSITY

## PARENT SELF-SERVICE PORTAL GUIDE

Instructions to guide parents and guardians through the access they have been granted to their student's financial aid and student account information.



Proxy Access provides an opportunity for students to grant online access to their financial information using Student Self-Service. This is called granting “proxy access,” and the other person is referred to as the proxy. Some more common scenarios are granting a parent or spouse access to a student’s information. Access is granted by the student, who must provide a valid e-mail address as well as other information for the designated proxy.

This authorization only gives the university permission to release the information the student granted access to through the Student Self-Service portal. Because separate systems are used, students must also authorize users to access the Student Account Center. The University requires that a separate Consent for Access to Educational Records form also be completed for the university to speak with other individuals pertaining to your records. Any and all changes in access must be completed for records consent, online proxy access and Student Accounts Center authorization.

This information guide is based on proxies being granted full access to all available information. Each student can provide as much or as little access as they choose along with the ability to change Proxy’s access at any time. Any items described within that you do not see in your student’s online account would be because you were not provided access to that item, area, or category.

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## PROXY ACCOUNT CREATED

Once your student has authorized your online access to Student Self-Service, you will receive an email indicating you have been granted Self-Service Proxy Access. This email will contain your Student Self-Service Proxy Username and a link to HPU's Student Self-Service.

You will also receive a second email which will contain your temporary password. This password will be required to be changed upon your first log in to Student Self-Service

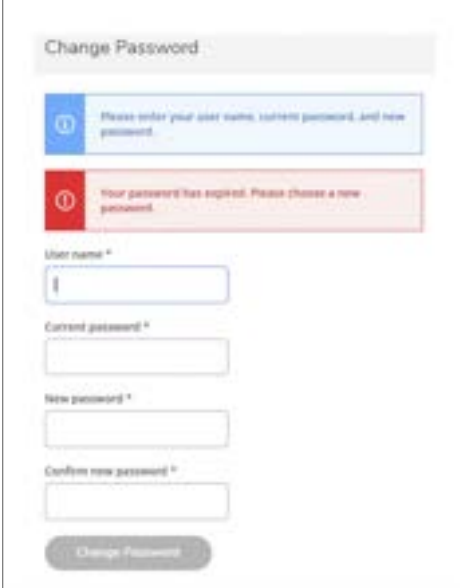
## LOGGING INTO STUDENT SELF-SERVICE

### LOGGING IN

HPU's Student Self-Service page can be accessed on or off campus using the username and password you were provided.

The first time you log in, you will be asked to provide your username and temporary password and you will need to enter a new password for future log ins.

Upon successfully updating your password, you will be asked to log in once again.



The screenshot shows a 'Change Password' form. At the top, there is a blue information box with a question mark icon that says 'Please enter your user name, current password, and new password.' Below this is a red error box with an exclamation mark icon that says 'Your password has expired. Please choose a new password.' The form contains four input fields: 'User name \*', 'Current password \*', 'New password \*', and 'Confirm new password \*'. At the bottom of the form is a grey button labeled 'Change Password'.

## NAVIGATING THROUGH STUDENT SELF-SERVICE

Once you successfully log in using your new password, you will be asked to choose the record you want to access. In most cases you will only see your name and your student's name listed. More than one student will be listed if you have more than one student enrolled at HPU and they both have given you proxy access.



The screenshot shows a 'Person Proxy' selection screen. At the top, it says 'Welcome to Colleague Self-Service! Select the person's account you want to view:'. Below this are three rows, each with a person icon, a name, and a 'You' button. The first row shows 'Suzanne' with a blue 'You' button. The second row shows 'Trevise'. The third row shows 'Ms. F. [redacted] [redacted] Ki'. At the bottom of the screen are two buttons: 'Cancel' and 'Continue'.

## THE HOME SCREEN

Based on the access your student gave you, you will see the Student Accounts and/or Student Financial Planning categories to choose from.

The screenshot shows the top navigation bar with the High Point University logo and links for 'My High Point', 'Sign out', and 'Help'. Below the navigation bar, a welcome message reads 'Hello, Welcome to Colleague Self-Service! Choose a category to get started.' Two main categories are presented in light blue boxes: 'Student Accounts' with a subtext 'Here you can view your latest statement and make a payment online.' and 'Student Financial Planning' with a subtext 'Here you can access financial aid data, forms, etc.'

## STUDENT FINANCIAL PLANNING

### The Student Financial Planning Welcome Screen

The screenshot displays the 'Student Financial Planning' section of the Colleague Self-Service. At the top, there is a breadcrumb trail: 'Financial Information > Student Financial Planning > Satisfactory Academic Progress'. The main content area is divided into several sections:

- Welcome to the new Student Financial Planning Self Service:** A blue box containing a welcome message and instructions on how to check academic progress, review financial aid offers, and accept or decline loans.
- Verification and Document Upload:** A blue box with an information icon explaining that users can submit verification materials through a secure portal.
- Welcome to Student Financial Planning!** A white box with a subtext: 'Use Colleague Self-Service Financial Planning to assist in managing your Financial Aid offer from submission to completion.'
- Academic Progress Notification:** A green box with a checkmark icon stating: 'Your most recent Satisfactory Academic Progress (SAP) evaluation has a(n) Satisfactory status. Please contact your Financial Aid Counselor if you need further assistance.'
- Your Financial Aid Package is now ready!** A white box with a clipboard icon and a blue arrow pointing to a 'Review your Financial Aid Package' link.
- Student Finance Account Summary:** A white box with a document icon and a table showing account details.
- Checklist:** A table with three rows, all marked as 'Completed', listing tasks like 'Submit a Free Application for Federal Student Aid (FAFSA)' and 'Complete required documents'.
- Resources:** A section with a 'Helpful Links' sub-header and two links: 'FAFSA Application' and 'Verification'.

Amount Due	-5970.61
Amount Overdue	3220.61
<b>Total Amount Due</b>	<b>-4750.00</b>

✓ Completed	Submit a Free Application for Federal Student Aid (FAFSA)
✓ Completed	Complete required documents
✓ Completed	Your application is being reviewed by the Student Financial Planning Office

From the Financial Planning Welcome screen, you can:

Select other screens to view from the drop-down menu



Review and access checklist items that are in progress or need action

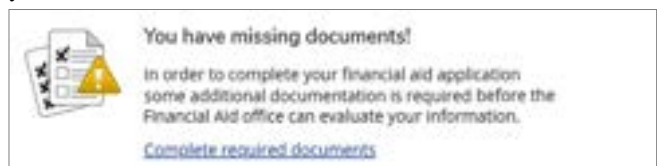
Checklist	
Action Needed	<a href="#">Submit a Free Application for Federal Student Aid (FAFSA)</a>
Completed	Complete required documents
In-Progress	<a href="#">Your application is being reviewed by the Student Financial Planning Office</a>
Not Available	<a href="#">Review your Financial Aid Package</a>

See the student's aid packaging status

If the University has not yet received your new FAFSA you will see:



If a FAFSA has been received but needs some additional information, you will see:



If a completed FAFSA has been received but we have not completed packaging aid, you will see:



Once the aid package is ready, you will see:



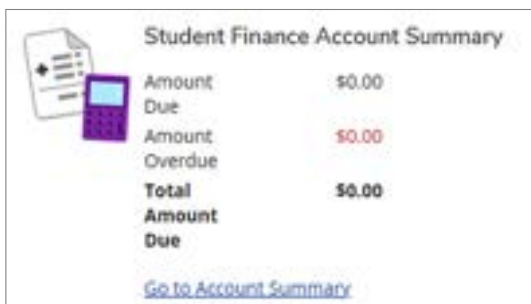
Once checklist items have been completed, you will see:



See Satisfactory Academic Progress information



See a Student Account Summary



Access resource links




## Required Documents

If required documents are needed, you will see this in the packaging status and as an item that requires action on the checklist. The required documents page can be accessed from the links provided in those areas or from the drop-down menu.

The required documents page will list what item(s) are outstanding and give instruction for what more may need to be done

## Packaging Status



**You have missing documents!**

In order to complete your financial aid application some additional documentation is required before the Financial Aid office can evaluate your information.

[Complete required documents](#)

[Financial Information](#) - [Student Financial Planning](#) - Required Documents

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**Welcome to the new Student Financial Planning Self Service**

From here, you can check your academic progress, review checklist items that may need to be completed, review your financial aid offer and accept or decline your loans, and see changes to your financial aid immediately upon being updated by our Student Financial Planning team. There are also resource links that will take you to other areas you may need to be ready for your next academic year.

**Verification and Document Upload**

If your account was selected for verification or you were asked to provide documentation, you can submit those materials through our secure verification portal by clicking on the Verification Link located under resources.

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**Required Financial Aid Documents**

Be sure to submit ALL required documents before their due date to make sure your Financial Aid package is not delayed.

Some examples of required documents are:

Document	Explanation	Due Date	Status
22-23 Fafsa Received	Your 22-23 FAFSA has been received	03/15/2022	<span style="border: 1px solid green; padding: 2px;">Received</span>
22-23 Fafsa Rejected	Your FAFSA has been rejected, please log into your FAFSA to make the necessary corrections	ASAP	<span style="border: 1px solid red; padding: 2px;">Please submit.</span>

Document	Explanation	Due Date	Status
22-23 Fafsa Received	Your 22-23 FAFSA has been received	11/10/2021	<span style="border: 1px solid green; padding: 2px;">Received</span>
2022 Verification Docs	Please provide the necessary verification information requested through the SFP Verification portal	ASAP	<span style="border: 1px solid red; padding: 2px;">Please submit.</span>

## Financial Aid Package

If the student has not previously reviewed their package and accepted or declined their student loans (where applicable), you can access the financial aid package page from the packaging status or the check list if it indicates action is needed. You can also access your financial aid package from the drop-down menu.

## Packaging Status



**Your Financial Aid Package is now ready!**

Your financial aid award package is now ready for your review.

[Review your Financial Aid Package](#)

Checklist	
✓ Completed	Submit a Free Application for Federal Student Aid (FAFSA)
✓ Completed	Complete required documents
✓ Completed	Your application is being reviewed by the Student Financial Planning Office
⚠ Action Needed	<a href="#">Review your Financial Aid Package</a>

You can review all aid in the aid package at accepted, pending, student responsible, hold, and declined statuses.

Only students themselves can accept or decline their Federal Subsidized/Unsubsidized Student Loans.

You have been packaged with the following aid.

Your financial aid package is based on submitted information and being on campus. If you are not awarded full time and/or not residing on campus, your financial aid may be less than what is listed here. Please contact your Financial Planning Counselor with any questions.

[View Details](#)

Scholarships and Grants Money you don't have to pay back				
Aid Type	Name	Total Awarded Amount	2022 Fall Term (undergraduate)	2023 Spring Term
High Point University Scholarship	Accepted	\$5,000.00	\$2,500.00	\$2,500.00
Business Fellow	Accepted	\$5,000.00	\$1,250.00	\$1,250.00
HPU Summit Award	Accepted	\$5,000.00	\$2,500.00	\$2,500.00
Federal College Workstudy	Student Responsible	\$2,000.00	\$1,000.00	\$1,000.00

Loans Money you have to pay back				
Aid Type	Status	Total Awarded Amount	2022 Fall Term (undergraduate)	2023 Spring Term
Subsidized Loans	Pending	\$3,500.00	\$1,750.00	\$1,750.00
Unsubsidized Loans	Pending	\$2,000.00	\$1,000.00	\$1,000.00

Award Total				
Aid Type	Total Awarded Amount	2022 Fall Term (undergraduate)	2023 Spring Term	
Total Awards	\$20,000.00	\$10,250.00	\$10,250.00	

Aid Type	Status	Total Awarded Amount	2022 Fall Term (undergraduate)	2023 Spring Term
Unsubsidized Loans	Pending	\$2,000.00	\$1,000.00	\$1,000.00
Federal Direct Unsubsidized Stafford Loan	Hold	\$1,000.00	\$1,250.00	\$1,250.00

Check the terms you will be accepting:

2022 Fall Term (undergraduate) \$1,250.00

2023 Spring Term \$1,250.00

Total \$2,500.00

[Accept](#) [Decline](#) [Cancel](#)

Student loans will not appear on your Student Account Statement until they have been accepted.

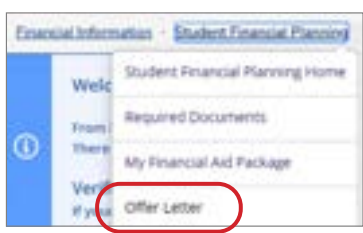
Upon accepting their loans, you will also see a Loan Requirements Checklist at the bottom of the Financial Aid Package page that must be completed.

Loan Requirements Checklist	
Incomplete	<a href="#">Complete Direct Loan Entrance Counseling</a>
Incomplete	<a href="#">Sign a Direct Loan Master Promissory Note</a>

These checklist items will also appear on your main checklist on the Financial Planning Welcome page.

### Offer Letter

Offer letters are accessible through the drop-down menu on the Welcome screen.



Currently available award information will display on the main Offer Letter page

High Point University is pleased to present you with your financial aid offer for the program(s) and amount(s) for which you qualify. If additional information is received after the date of this notification, your eligibility for the program(s) contained within must be re-evaluated to comply with federal and state regulations as well as university policies.

**Awards**

Award Type	Total	Fall Term	Spring Term
<b>Grants &amp; Scholarships - Money you don't have to pay back</b>			
High Point University Scholarship	\$5,000.00	\$2,500.00	\$2,500.00
HPU Summit Award	\$2,500.00	\$1,250.00	\$1,250.00
High Point University Need-Based Grant	\$825.00	\$412.00	\$413.00
<b>Student Loans - Money you have to pay back</b>			
Federal Direct Subsidized Stafford Loan	\$3,500.00	\$1,750.00	\$1,750.00
Federal Direct Unsubsidized Stafford Loan	\$2,000.00	\$1,000.00	\$1,000.00
<b>Work Study - Money you work for</b>			
Federal College Workstudy	\$2,000.00	\$1,000.00	\$1,000.00
Total		\$6,912.00	\$6,913.00
<b>Grand Total</b>			<b>\$13,825.00</b>

Current as well as previous offer letters are available to download or print by clicking on the **Offer Letter** link under the current academic year for your most current offer or the previous offer letter **date link** under Offer Letter History for previous versions.

2022/2023 Academic Year	\$43,136.00
<a href="#">Offer Letter</a>	
Offer Letter History	
<a href="#">05/01/2022</a>	

## Satisfactory Academic Progress (SAP)

Both student's Institutional Merit SAP and Federal SAP information will be made available to them online to review once the process is complete at the end of each academic year.

- For undergraduate students, this process is run at the close of the Spring semester.
- For graduate students, this process is run at the close of your program's summer term for programs over one year in length and after each semester for shorter programs.
- Those students not maintaining Institutional Merit SAP or Federal SAP will be notified and given further information on how they are to proceed.

The screenshot shows the 'Satisfactory Academic Progress' section of the Student Financial Planning Self Service portal. It includes a welcome message, a 'Verification and Document Upload' section, and a main status area indicating that the student is currently making satisfactory academic progress. Below this, there are two tables: 'SAP Status' and 'SAP History'.

SAP Status		Date Reviewed: 5/13/2021	SAP Details	
Evaluation Period:	Ending 2021SP0	▼ Credit Attempted		98.00
Program:	B.A. Design Studies with a Concentration in Graphic Design	▼ Credit Completed		98.00
SAP Status:	✓ Satisfactory	▼ Cumulative GPA		3.679
▼ What does Satisfactory Academic Progress mean?		▼ Academic Progress		100.00%

SAP History	
Evaluation Period	SAP Status
Ending 2020SR	Satisfactory >
Ending 2019SR	Satisfactory >

## Helpful Links

Links to both internal and external resources you may need are available under Resources on the Student Financial Planning Welcome page

The screenshot shows a 'Resources' section with a list of helpful links:

- [FAFSA Application](#)
- [Verification](#)
- [Master Promissory Note](#)
- [Entrance Counseling](#)
- [NC Residency Determination](#)

## STUDENT ACCOUNTS

### Student Accounts Summary

From the Student Accounts Summary page, you can:

- Review your overall account summary
- See your summary by term & select any term to see further details
- Access your Account Activity; see the most recent term's activity in further detail
- Access Helpful Links

The screenshot shows the 'Account Summary' page. It includes an 'Account Overview' table and a 'Helpful Links' section.

Account Summary		Helpful Links	
View a summary of your account			
<b>Account Overview</b>			
Amount Overdue	\$1.00		
<b>Total Amount Due</b>	<b>\$1.00</b>	<a href="#">Make a Payment</a>	
<b>Total Account Balance</b>	<b>\$1.00</b>	<a href="#">Account Activity</a>	
2022 Fall Reporting Term	\$1.00		

Helpful Links	
<a href="#">Student Accounts Center</a>	
<a href="#">Ferry's Student Account Account</a>	
<a href="#">Health, Insurance &amp; Access</a>	
<a href="#">Tuition Protection Insurance</a>	
<a href="#">New Academic Year Checklist</a>	



## Account Activity Details

By selecting the **Account Activity** link next to your Total Account Balance or from the drop-down menu, you will be taken to the most recent term that you have account activity available. You can also select a specific term to see prior term details.

Term: 2022 Summer Reporting Term - Balance: -\$17,476.00

Charges: \$3,808.00 | Financial Aid: \$20,284.00 | Deposits: \$1,000.00 | Balance: -\$17,476.00

[View Statement](#)

[Collapse All](#)

Charges		\$3,808.00	
Room & Board		\$3,808.00	

Financial Aid		\$20,284.00	
Award	Awarded	Term	Disbursed
Federal Direct Unsubsidized Stafford Loan #2	\$20,500.00	2022 Summer Reporting Term	\$20,284.00
Total			\$0.00

Deposits		\$1,000.00	
Click a deposit number to view a full copy of the payment receipt.			
Deposit	Type	Date	Deposit Amount
<a href="#">103728</a>	Physician Assistant Deposit	4/13/2022	\$1,000.00
Total			\$1,000.00

**Balance** -\$17,476.00

Each section is summarized and can be expanded to show you details of your charges, financial aid, deposits, and payment.

Select the **View Statement** link in the upper right corner to download a print version of your statement information

From this screen you can also change the term you wish to view using the **Term drop-down** above the account activity summary circles

If you wish to go directly to an older term, you can do so from the Summary screen by selecting the link for the term you wish to view

Term: 2022 Spring Reporting Term - Balance: \$700.00

Charges: \$13,752.00 | Payments: \$9,592.56 | Financial Aid: \$3,459.44 | Balance: \$700.00

## Helpful Links

You will find links for both student and Proxy access to our Student Account Center, as well as insurance information, the new academic year checklist, and other resources.

Helpful Links
<a href="#">Student Accounts Center</a>
<a href="#">Proxy's Student Account Access</a>
<a href="#">Health Insur. Waiver &amp; Accept</a>
<a href="#">Tuition Protection Insurance</a>
<a href="#">New Academic Year Checklist</a>

## FREQUENTLY ASKED QUESTIONS BY PROXIES

### **How do parents or legal guardians receive Proxy Access?**

Users gain access by being granted permission by the student. Once the necessary steps are completed by the student, a designated proxy will receive two email messages. One will indicate that the account has been created and will provide the username. The other will provide a link to a website where you can create your password.

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### **What should be done if a proxy forgets their username and/or password?**

Please contact the HPU IT Service Center (336) 841-4357 or [servicedesk@highpoint.edu](mailto:servicedesk@highpoint.edu) for assistance. They are available Monday – Friday from 7:30 am – 6:00 pm.

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### **I am having trouble setting up my account. Is there someone who can walk me through the process?**

Yes, you can contact the HPU IT Service Center (336) 841-4357 or [servicedesk@highpoint.edu](mailto:servicedesk@highpoint.edu) for assistance. They are available Monday – Friday from 7:30 am – 6:00 pm.

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### **Why would only one child's name appear as a selection for a proxy with more than one child attending HPU?**

Each student must grant permission to a proxy to access their Student Self-Service online. This process is completely separate from HPU's FERPA release process. In addition to student's completing the **Consent for Access to Educational Records form (FERPA)** allowing the University to speak with those individuals given release to student's financial, academic, and student records by the student, **students must grant permission for online access to their Student Self-Service financial information** through the Proxy authorization process. The parent should contact the student with questions regarding access.

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### **When a proxy is given access to multiple students, can the access granted be different for each student?**

Yes. Each student who grants proxy access has complete control over the level of access granted for their account.

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### **Can HPU staff make updates to what a proxy can view for a student?**

No. University staff cannot change the permission settings for proxies. Only the student granting the proxy access can change the permissions that are granted.

**A proxy used to be able to see the information, but now cannot. What happened?**

The student is in control of the information that a proxy can view. If the proxy can no longer see information, the proxy should contact the student.

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**A proxy received an e-mail stating that proxy access has been updated or removed. What happened?**

The student has modified or removed the access to his or her account. Only the student can change a proxy's access.

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**I am a proxy for my student. How do I log into Self-Service?**

The Student Self Service web address is [myaccount.highpoint.edu](https://myaccount.highpoint.edu). Use the username that was sent to you via email and the password that you selected.

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**Can I contact High Point University if I have a question about Proxy?**

Yes, the HPU IT Service Center (336) 841-4357 or [servicedesk@highpoint.edu](mailto:servicedesk@highpoint.edu) for assistance. They are available Monday – Friday from 7:30 am – 6:00 pm.

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**I am a proxy for my student. I want to pay the tuition bill. How do I do that?**

Because we use a separate vendor for our online payments and student accounts' information, proxies will also need to be established as authorized users for our Student Account Center. Instructions for setting up authorized users as well as links to the Student Account Center for students and authorized users can be found on our [www.highpoint.edu/studentaccounts/](https://www.highpoint.edu/studentaccounts/) page. Students and proxies that are authorized users can also use helpful links listed within the Student Self-Service Student Accounts module to access the Student Accounts Center.

At High Point University,  
every student receives an  
extraordinary education  
in an inspiring environment  
with caring people.®

**HIGH POINT UNIVERSITY**  
THE PREMIER LIFE SKILLS UNIVERSITY

Office of Student Accounts  
One University Parkway, High Point, NC 27268  
Office: 336-841-9259 • Fax: 336-888-6384  
studentaccounts@highpoint.edu  
Roberts Hall, Room 105  
**[www.highpoint.edu/studentaccounts](http://www.highpoint.edu/studentaccounts)**

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Roberts Hall, Room 100  
**[www.highpoint.edu/financialplanning](http://www.highpoint.edu/financialplanning)**