

HIGH POINT UNIVERSITY

THE PREMIER LIFE SKILLS UNIVERSITY

STUDENT SELF-SERVICE PORTAL GUIDE

Step-by-step instructions to help you access your financial aid package, review required documents, access your student account, track academic progress and more all from one portal!

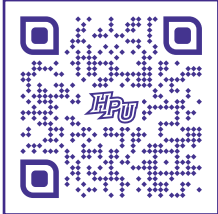


High Point University
Student Financial Services

We are here to help throughout your investment process. Please, give us a call at **336-841-9124** or email us at **finplan@highpoint.edu** for assistance with your financial aid. You can contact the Office of Student Accounts at **336-841-9259** or **studentaccounts@highpoint.edu** with questions about your student account.

From the online portal where students access their academic information for registering, checking grades, and completing their academic planning, students also have access to their financial aid and student accounts information.

To start



Scan the QR code or visit www.highpoint.edu/financialplanning/



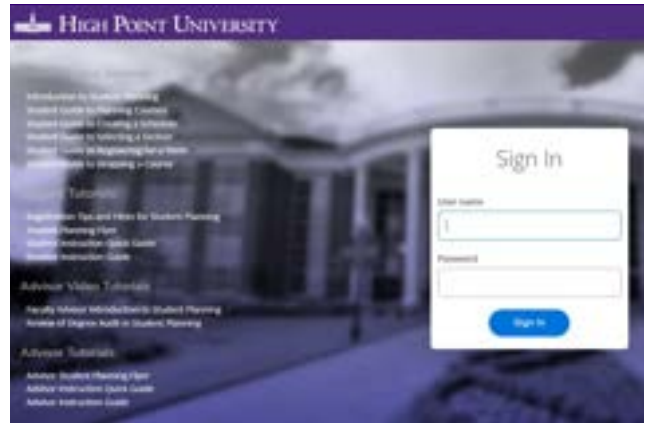
Scan the QR code or visit www.highpoint.edu/studentaccounts

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LOGGING IN

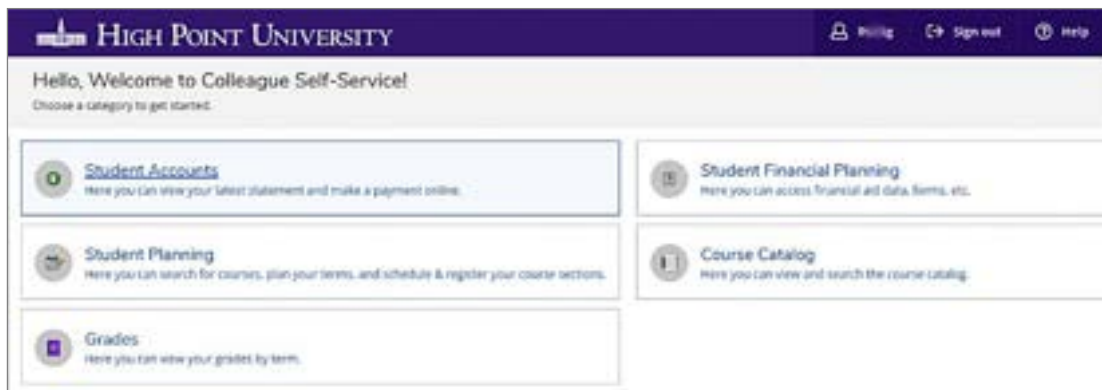
Log in at myaccount.highpoint.edu/Student/ using your HPU username and password. For new students, this would be the same username and password as your HPU email (not your Panther Portal).



NAVIGATING THROUGH STUDENT SELF-SERVICE

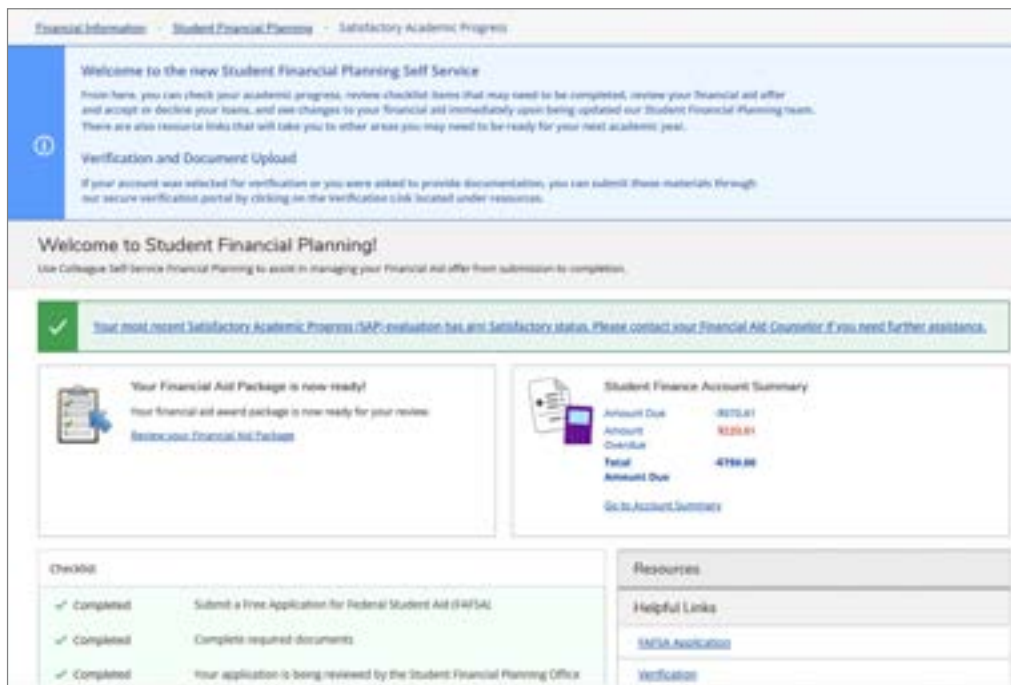
The Home Screen

On the home screen, you will see the links to Student Accounts and Student Financial Planning in addition to the academic areas of Student Planning, Course Catalog, and Grades.



STUDENT FINANCIAL PLANNING

The Student Financial Planning Welcome Screen



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 your action is needed

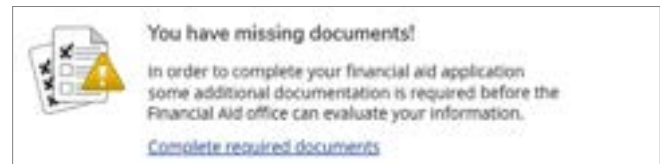
Checklist	
Action Needed	Submit a Free Application for Federal Student Aid (FAFSA)
Completed	Complete required documents
In-Progress	Your application is being reviewed by the Student Financial Planning Office
Not Available	Review your Financial Aid Package

Check on your packaging status

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



If we received your FAFSA but need some additional information, you will see:



If we have received your completed FAFSA but have not completed your packaging, you will see:



Once your packaging is complete, you will see:



Once you have completed all of your checklist items, you will see:



Check your Satisfactory Academic Progress



See your Student Account Summary

Student Finance Account Summary	
Amount Due	\$0.00
Amount Overdue	\$0.00
Total Amount Due	\$0.00
Go to Account Summary	

Access resource links


Resources
Helpful Links
FAFSA Application
Verification
Master Promissory Note
Entrance Counseling
NC Residency Determination
Plus Loan Application
FAST CHOICE Private Loans
Student Accounts Center
Appeals

Required Documents

If you have required documents that are not completed, you will see this in your packaging status and as an item that requires action under your checklist. You can access the required documents page 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

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.

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	Received
22-23 Fafsa Rejected	Your FAFSA has been rejected, please log into your FAFSA to make the necessary corrections	ASAP	Please submit.

Document	Explanation	Due Date	Status
22-23 Fafsa Received	Your 22-23 FAFSA has been received	11/10/2021	Received
2022 Verification Docs	Please provide the necessary verification information requested through the SFP Verification portal	ASAP	Please submit.

Financial Aid Package

If you have not previously reviewed your package and accepted or declined your student loans (where applicable), you can access the financial aid package page from your packaging status or your checklist 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	Review your Financial Aid Package

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

You have been packaged with the following aid.

Your financial aid package is based on financial information and being an applicant. If you are not eligible for one or more items on campus, your financial aid may be less than what is stated here. Please contact your Financial Planning Counselor with any questions.

[View Disbursement info](#)

Aid Type	Status	Total Awarded Amount	2022 Fall (by term/semester)	2023 Spring (by term/semester)
Scholarships and Grants - Money you don't have to pay back				
Total: \$15,000.00				
High Point University Scholarship	Accepted	\$5,000.00	\$2,500.00	\$2,500.00
Business Fellowship	Accepted	\$5,000.00	\$2,500.00	\$2,500.00
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				
Total: \$3,000.00				
Subsidized Loans	Pending	\$3,000.00	\$1,750.00	\$1,750.00
Unsubsidized Loans	Pending	\$2,000.00	\$1,000.00	\$1,000.00
Award Total				
Total Awarded: \$18,000.00				
2022 Fall (by term/semester): \$10,250.00				
2023 Spring (by term/semester): \$7,750.00				

Federal Subsidized/Unsubsidized Student Loans need to be accepted or declined by clicking on **Decline** or **Accept** below each loan and then selecting either the **Decline** or **Accept** buttons.

Aid Type	Status	Total Awarded Amount	2022 Fall (by term/semester)	2023 Spring (by term/semester)
Unsubsidized Loans				
Federal Direct Unsubsidized Stafford Loan	Pending	\$2,000.00	\$1,000.00	\$1,000.00
Federal Direct Unsubsidized Stafford Loan				
Total: \$2,000.00				

Check the terms you will be accepting:

2022 Fall (by term/semester): \$1,000.00

2023 Spring (by term/semester): \$1,000.00

Total: \$2,000.00

Buttons: [Decline](#) [Accept](#)

Note: This may accept the entire loan amount or decline the entire loan amount.

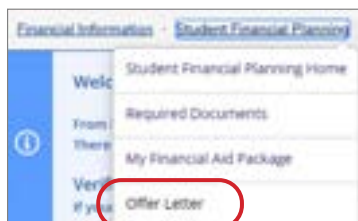
- For those students offered both Subsidized and Unsubsidized loans, you will want to make your selection for your subsidized loan first before your unsubsidized; don't forget to complete both!
- Your loans will not appear on your Student Account Statement until you have officially accepted your loans.
- If you choose to accept your 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	Complete Direct Loan Entrance Counseling
Incomplete	Sign a Direct Loan Master Promissory Note

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.



Your 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
Grants & Scholarships - Money you don't have to pay back			
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
Student Loans - Money you have to pay back			
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
Work Study - Money you work for			
Federal College Workstudy	\$2,000.00	\$1,000.00	\$1,000.00
Total		\$6,912.00	\$6,913.00
Grand Total			\$13,825.00

2022/2023 Academic Year	\$43,136.00
Offer Letter	
Offer Letter History	
05/02/2022	

Your current offer as well as previous offer letters are available to you 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

Please note that prior versions sent to you as an email link are not available within this system but are still available to you utilizing the link previously provided.

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 section for 'Satisfactory Academic Progress' with a green checkmark indicating the student is currently making satisfactory progress. Below this, there are sections for 'SAP Status' (ending 2021SP0) and 'SAP Details' (ending 2021SP0) with a table of metrics.

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%

Below the SAP Status section is a 'SAP History' table:

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 'Helpful Links' sub-section. The links listed are: FAESA Application, Verification, Master Promissory Note, Entrance Counseling, and 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
- Make an online payment on your account. This will take you into the Student Account Center where you make a payment & enroll in a payment plan. See our Student Account Center Guide for 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 Overview		Helpful Links
Amount Overdue	\$1.00	Student Accounts Center
= Total Amount Due	\$1.00	Print Student Account Activity
Total Account Balance	\$1.00	Health, Insurance & Access
2022 Fall Resolving Term	\$1.00	Tuition Protection Insurance
		New Academic Year Checklist

Making a Payment

- Select **Make a Payment** from the Student Accounts Summary page or from the Student Accounts drop-down menu on the top of the page. You will be alerted of moving the Student Account Center to process your payment, select **Continue to Payment Center**
- You will be asked to log in again with your HPU username and password
- From the Student Account Center main page, you can select **Make a Payment** and proceed through the steps to process your credit card or bank account payment online

The screenshot shows the 'Secure Payment Center' page. It includes a message: 'To ensure you are making a secure payment, you will be identified and your name will be added in the right corner of the Payment Center. This helps you CONFIRM a safe payment transaction.' Below the message is a blue button labeled 'Continue to Payment Center'.

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: -117,476.00

Charges \$3,808.00 Financial Aid \$20,284.00 Deposits \$1,000.00 Balance -117,476.00

[View Statement](#)

[Collapse All](#)

Charges \$3,808.00

Room & Board \$3,808.00

Financial Aid \$20,284.00

Award	Awarded	Term	Disbursed	Anticipated	Other Terms	Loan Fee	Currently Ineligible	Comment
Federal Direct Unsubsidized Stafford Loan #2	\$20,500.00	2022 Summer Reporting Term		\$20,284.00		\$216.00		
Total			\$0.00	\$20,284.00				

Deposits \$1,000.00

Click a deposit number to view a full copy of the payment receipt.

Deposit	Type	Date	Deposit Amount	Applied Amount	Other Amounts	Refund Amount	Remaining Amount
1001726	Physician Assistant Deposit	4/13/2022	\$1,000.00	\$0.00	\$0.00	\$0.00	\$1,000.00
Total			\$1,000.00	\$0.00	\$0.00	\$0.00	\$1,000.00

Balance -117,476.00

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 for 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.

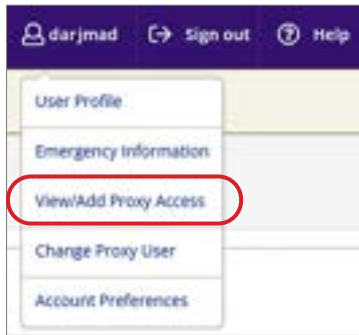
Helpful Links
Student Accounts Center
Proxy's Student Account Access
Health Insur. Waiver & Accept
Tuition Protection Insurance
New Academic Year Checklist

PROXY ACCESS

Proxy Access provides an opportunity for you to grant online access to financial information. This authorization only gives the university permission to release the information the student granted access to you online only. 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.

To Add a Proxy

Click on **Username** in upper right corner
Click on **View/Add Proxy Access**



Under **Select a Proxy**, click on the Proxy you wish to grant access if they are already listed



If the person you are granting access for is not listed, choose **Add Another User**



To add another user, you must provide the person's: First Name, Last Name, Email address, Email type, Phone number, Phone type, Birth Date, and Relationship. All other fields are optional

Choose the Access to grant that person

- **Allow Complete Access** automatically gives access to all Categories and Items
- **Selecting by Categories** (Financial Planning, Student Accounts, and General) gives access to all items within that category
- **Selecting individual items** only gives access to that item

Once access levels are selected, review the disclosure agreement, click on acknowledgement and authorization of disclosure agreement, and click the **Save** button.

If the person you are granting access to already appears to have a match within our student information system, you will receive the following notice.



Click **Continue** for the University to review the records and merge them if it is determined that they are the same person. During the review time, you will see the record status as **pending**.



We will review the record and, if necessary, merge the records together.

Once resolved, the new proxy will receive log in information and you will see their status updated with an effective date

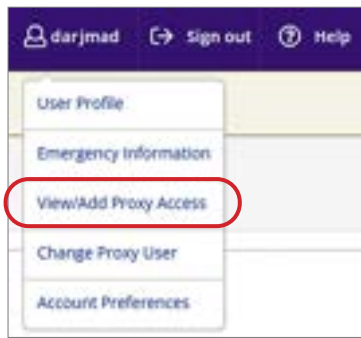
Be sure to also **provide your Proxy access to the Student Account Center** and complete the **Consent for Access to Educational Records** form (FERPA) to allow the University to speak with them about your financial, academic, and student records.

Once access has been granted

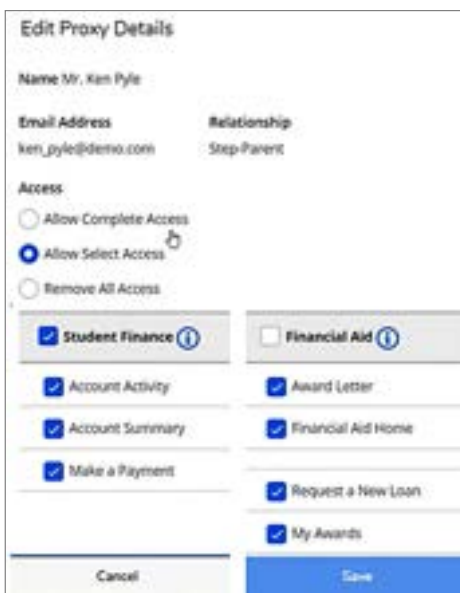
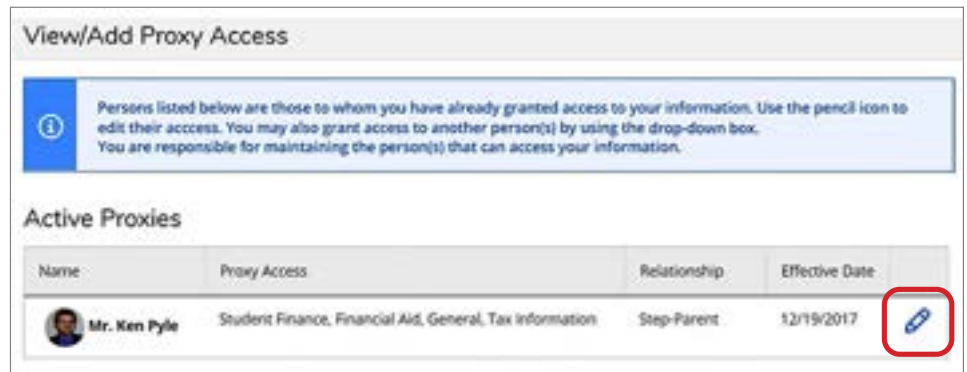
- If your proxy is a new account, they will receive an email indicating you granted them online access and providing them with their username and link to the Student Self-Service website. They will also receive a second email with a temporary password to access their account for the first time
- If your proxy has an existing HPU account (current student or employee of the University, for example), they will receive an email that you have granted them access and provides them with the link to the Student Self-Service website
- You will also receive an email notification that access has been granted

To Edit an Existing Proxy

Click on **Username** in upper right corner
Click on **View/Add Proxy Access**



Under **Active Proxies**
Select **pencil icon** for the Proxy you wish to edit



You can edit the Proxy's access to add or remove access.

- You can allow complete access, remove all access, or select access by category or by individual item
- Once adjustments have been made, click **Save** to update the access

Remember to also update this person's **Student Account Center access** and **Consent for Access to Educational Records**

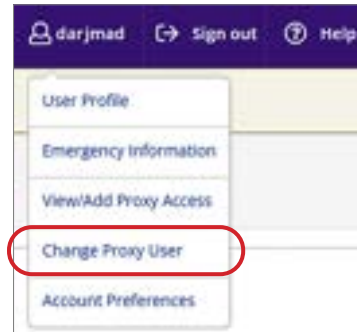
Your proxy will receive an email notification that changes in their access have been made.

If You Are Given Proxy Access

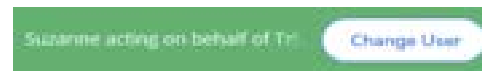
As a student, if you are given proxy access to another student's account, you will be given an option to choose the account you wish to view upon logging into Student Self-Service



If you accessed your own account, you can switch accounts by clicking on your username in the upper right corner and selecting **Change Proxy User**



If you accessed the proxy account, you can switch accounts by clicking on the **Change User** button on the top of the screen



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

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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

Office of Student Financial Planning
One University Parkway, High Point, NC 27268
Office: 336-841-9124 • Fax: 336-841-4649
finplan@highpoint.edu
Roberts Hall, Room 100
www.highpoint.edu/financialplanning