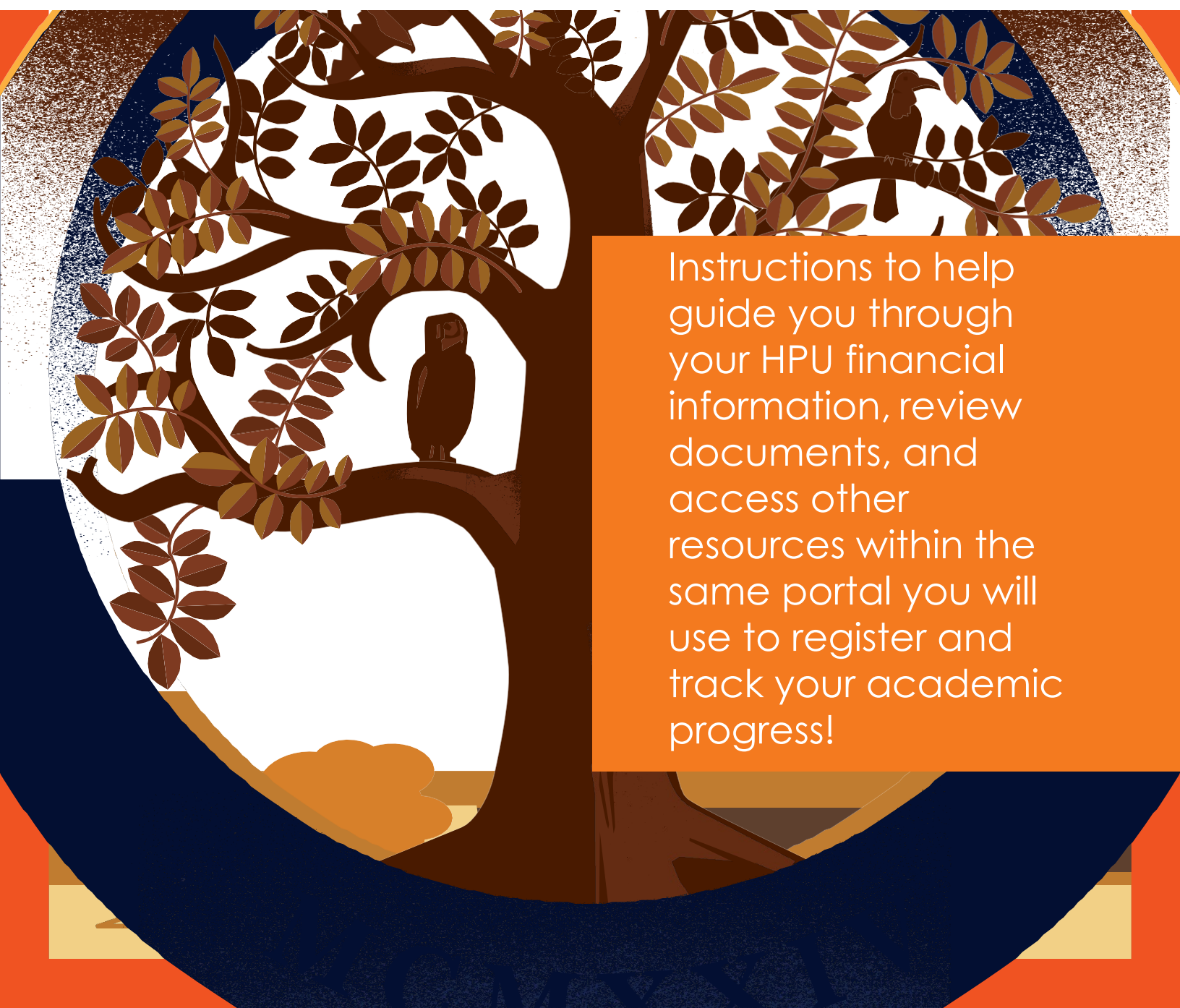


HIGH POINT UNIVERSITY

THE PREMIER LIFE SKILLS UNIVERSITY

STUDENT SELF-SERVICE GUIDE



Instructions to help guide you through your HPU financial information, review documents, and access other resources within the same portal you will use to register and track your academic progress!

From the Student Self-service Portal you are able to access academic information for registering, checking grades, and completing their academic planning. From this portal you also have access to your financial aid and student accounts information.

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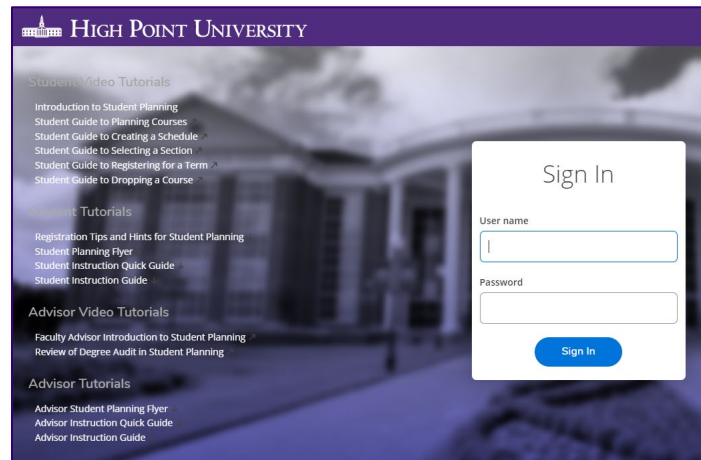
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LOGGING INTO STUDENT SELF-SERVICE

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

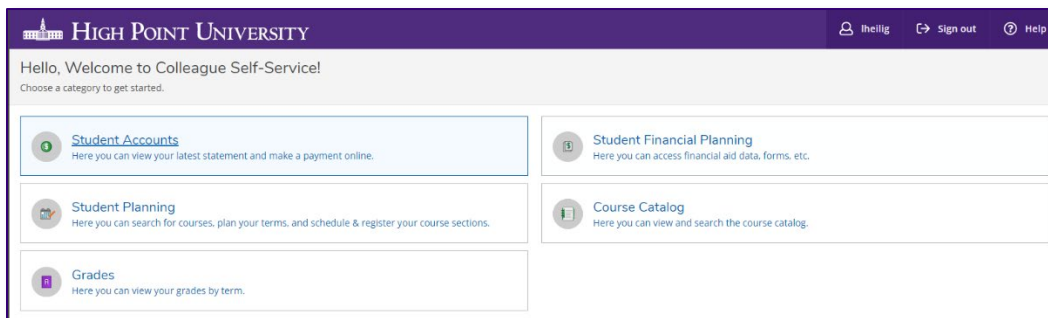


The image shows the High Point University Student Self-Service Sign In page. The header features the High Point University logo and name. Below the header, there are several sections of links: 'Student Video Tutorials' (Introduction to Student Planning, Student Guide to Planning Courses, Student Guide to Creating a Schedule, Student Guide to Selecting a Section, Student Guide to Registering for a Term, Student Guide to Dropping a Course), 'Support Tutorials' (Registration Tips and Hints for Student Planning, Student Planning Flyer, Student Instruction Quick Guide, Student Instruction Guide), 'Advisor Video Tutorials' (Faculty Advisor Introduction to Student Planning, Review of Degree Audit in Student Planning), and 'Advisor Tutorials' (Advisor Student Planning Flyer, Advisor Instruction Quick Guide, Advisor Instruction Guide). On the right side, there is a 'Sign In' form with fields for 'User name' and 'Password', and a 'Sign In' button.

NAVIGATING THROUGH STUDENT SELF-SERVICE

THE HOME SCREEN

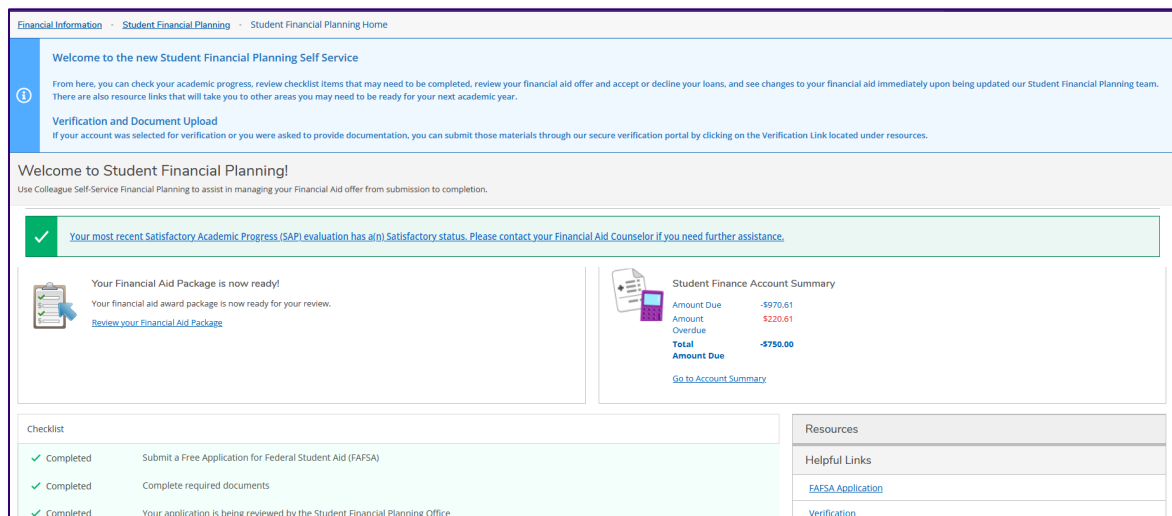
On the home screen you will see the links to Student Accounts and Student Financial Planning in addition to the academic areas of Student Planning, Course Catalog, and Grades.



The image shows the High Point University Student Self-Service Home Screen. The header features the High Point University logo and name, and navigation links for 'iHelp', 'Sign out', and 'Help'. Below the header, there is a welcome message: 'Hello, Welcome to Colleague Self-Service! Choose a category to get started.' Below this, there are five main categories: 'Student Accounts' (Here you can view your latest statement and make a payment online.), 'Student Financial Planning' (Here you can access financial aid data, forms, etc.), 'Student Planning' (Here you can search for courses, plan your terms, and schedule & register your course sections.), 'Course Catalog' (Here you can view and search the course catalog.), and 'Grades' (Here you can view your grades by term.).

STUDENT FINANCIAL PLANNING

The Student Financial Planning Welcome Screen



The image shows the Student Financial Planning Welcome Screen. The header features the text 'Financial Information > Student Financial Planning > Student Financial Planning Home'. Below the header, there is a welcome message: 'Welcome to the new Student Financial Planning Self Service'. Below this, there is a section for 'Verification and Document Upload' with a note: '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.' Below this, there is a section for 'Welcome to Student Financial Planning!' with a note: 'Use Colleague Self-Service Financial Planning to assist in managing your Financial Aid offer from submission to completion.' Below this, there is a green box with a checkmark and the text: 'Your most recent Satisfactory Academic Progress (SAP) evaluation has a(n) Satisfactory status. Please contact your Financial Aid Counselor if you need further assistance.' Below this, there are two main sections: 'Your Financial Aid Package is now ready!' with a note: 'Your financial aid award package is now ready for your review. Review your Financial Aid Package' and 'Student Finance Account Summary' with a table showing the following data:

Amount Due	-\$970.61
Amount Overdue	\$220.61
Total	-\$750.00
Amount Due	

Below the table, there is a link: 'Go to Account Summary'. Below the main sections, there is a 'Checklist' section with the following items:

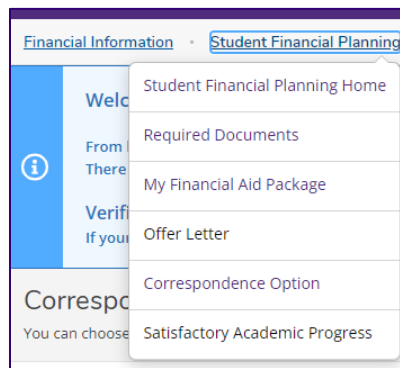
Checklist	
✓ Completed	Submit a Free Application for Federal Student Aid (FAFSA)
✓ Completed	Complete required documents
✓ Completed	Your application is being reviewed by the Student Financial Planning Office

Below the checklist, there is a 'Resources' section with the following links:

Resources
Helpful Links
FAFSA Application
Verification

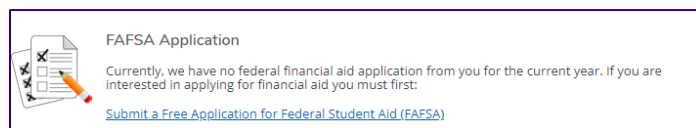
From the Financial Planning Welcome screen, you can:

- a. Select other screens to view from the drop-down menu

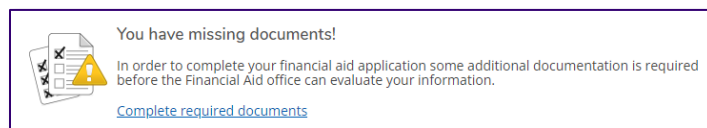


- b. Check on your packaging status

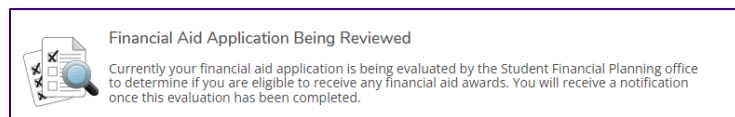
- i. If the University has not yet received your new FAFSA you will see:



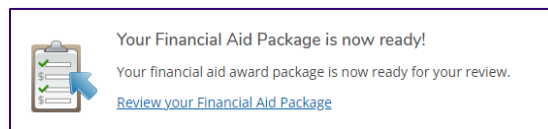
- ii. If we received your FAFSA but need some additional information, you will see:



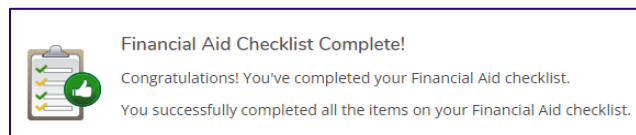
- iii. If we have received your completed FAFSA but have not completed your packaging, you will see:



- iv. Once your packaging is complete, you will see:



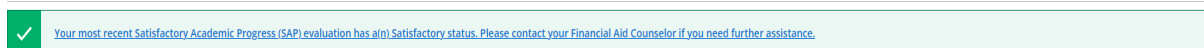
- v. Once you have completed all of your checklist items, you will see:



- c. 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

- d. Check your Satisfactory Academic Progress



e. 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	

f. 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

- a. 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.



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](#)

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

[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 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

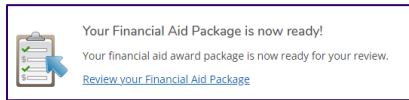
Be sure to submit ALL required documents before their due date to make sure your Financial Aid package is not delayed.

- ii. 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 FAFSA	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 SFP Verification	ASAP	Please submit.

Financial Aid Package



- a. 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.

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

- b. 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 full-time enrollment and living on campus. If you are not enrolled full-time and/or not residing on campus, your financial aid may be less than what is stated here. Please contact your Financial Planning Counselor with any questions.

[View Student Account Statement](#)

Scholarships and Grants		\$15,000.00			
Aid Type	Status	Total Awarded Amount	2022 Fall Day (undergraduate)	2023 Spring Day	
High Point University Scholarship View details	Accepted	\$5,000.00	\$2,500.00	\$2,500.00	
Business Endowment View details	Accepted	\$3,000.00	\$1,500.00	\$1,500.00	
WPU Summit Award View details	Accepted	\$5,000.00	\$2,500.00	\$2,500.00	
Federal College Workstudy View details	Student Responsible	\$2,000.00	\$1,000.00	\$1,000.00	
Loans		\$15,000.00			
Aid Type	Status	Total Awarded Amount	2022 Fall Day (undergraduate)	2023 Spring Day	
Subsidized Loans Accept or Decline	Pending	\$5,500.00	\$1,750.00	\$1,750.00	
Unsubsidized Loans Accept or Decline	Pending	\$2,000.00	\$1,000.00	\$1,000.00	
Award Total					
Aid Type		Total Awarded Amount	2022 Fall Day (undergraduate)	2023 Spring Day	
Total Awards See your Student Account Statement		\$20,000.00	\$10,250.00	\$9,750.00	

- c. 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.

Loans
Money you have to pay back

Total Awarded Amount: \$6,500.00

Aid Type	Status	Total Awarded Amount	2022 Fall Day (undergraduate)	2023 Spring Day
Unsubsidized Loans View details	Pending	\$6,500.00	\$3,250.00	\$3,250.00
Federal Direct Unsubsidized Stafford Loan	HOLD	\$4,500.00	\$2,250.00	\$2,250.00

Check the terms you will be attending:

☒ 2022 Fall Day (undergraduate) \$3,250.00

☒ 2023 Spring Day \$3,250.00

Total \$ 6,500.00

[Reset](#) [Decline](#) [Accept](#)

You may accept the entire loan amount or decline the entire loan amount.

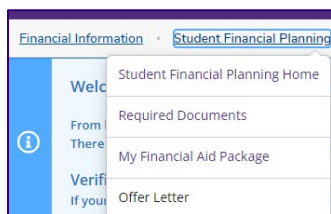
- For those students offered both Subsidized and Unsubsidized loans, you will want to make your selection for your subsidized loan first before your unsubsidized; don't forget to complete both!
- Your loans will not appear on your Student Account Statement until you have officially accepted your loans.
- 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

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



- b. 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.

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
HFU Summit Award	\$2,500.00	\$1,250.00	\$1,250.00
High Point University Need-Based Grant	\$825.00	\$412.50	\$412.50
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		\$6,912.50	\$6,912.50
Grand Total			\$13,825.00

- c. 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.

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

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.

Financial Information · Student Financial Planning · Satisfactory Academic Progress

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 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.

Satisfactory Academic Progress

You can view your Satisfactory Academic Progress for an evaluation period.

You are currently making satisfactory academic progress. Please contact your Financial Aid Counselor if you need further assistance.

SAP Status Date Reviewed: 5/13/2021

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

Resources

Those students not maintaining Institutional Merit SAP or Federal SAP will be notified and given further information on how they are to proceed.

Helpful Links

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

Resources
Helpful Links
FAFSA Application
Verification
Master Promissory Note
Entrance Counseling
NC Residency Determination

STUDENT ACCOUNTS

Student Accounts Summary

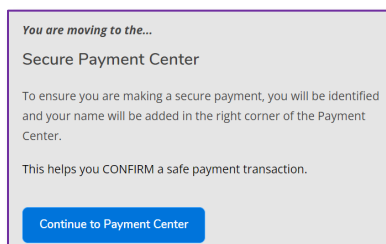
Account Summary			View a summary of your account	
Account Overview			Helpful Links	
Amount Overdue	\$1.00		Student Accounts Center	
			Proxy's Student Account Access	
= Total Amount Due	\$1.00	Make a Payment	Health Insur Waiver & Accept	
			Tuition Protection Insurance	
Total Account Balance	\$1.00	Account Activity	New Academic Year Checklist	
2022 Fall Reporting Term	\$1.00			

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

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.

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

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

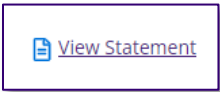
Click a deposit number to view a full copy of the payment receipt.

Deposit	Type	Date	Deposit Amount	Applied Amount	Other Amounts	Refund Amount	Remaining Amount
103729	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

-\$17,476.00

- a. Each section is summarized and can be expanded to show you details of your charges, financial aid, deposits, and payment.
- b. Select the 'View Statement' link in the upper right corner for a download a print version of your statement information



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

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

Charges
\$13,752.00

Payments
\$9,592.56

Financial Aid
\$3,459.44

Balance
\$700.00

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

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.

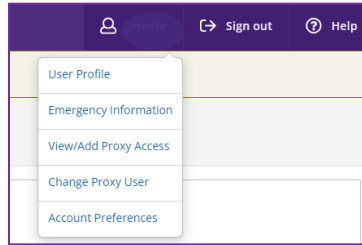
Helpful Links
Student Accounts Center
Proxy's Student Account Access
Health Insur Waiver & Accept
Tuition Protection Insurance
New Academic Year Checklist

PROXY ACCESS

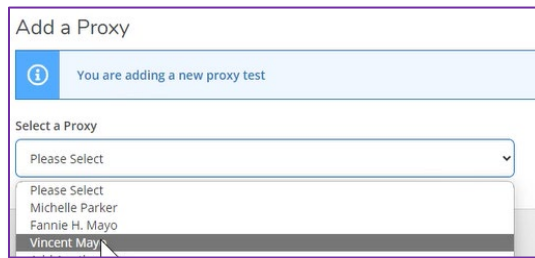
Proxy Access provides an opportunity for you to grant online access to financial information. This authorization only gives the university permission to release the information the student granted access to you online only. The University requires that a separate [Consent for Access to Educational Records](#) form also be completed for the university to speak with other individuals pertaining to your records.

TO ADD PROXY

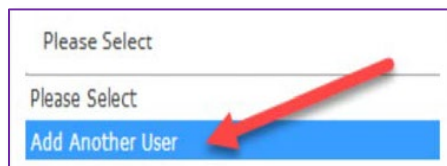
- a. Click on your Username in upper right corner and select View/Add Proxy Access



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



- ii. If the person you are granting access for is not listed, choose 'Add Another User'



- iii. 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

A screenshot of the 'Add Another User' form. It has a title bar 'Add Another User' and a message 'You are adding a new proxy test'. Below is a section 'Select a Proxy' with a dropdown menu. The dropdown is open, showing options: Please Select, Michelle Parker, Fannie H. Mayo, and Vincent Mayo. A mouse cursor is pointing at 'Vincent Mayo'. The form contains various input fields for user information: Prefix, First Name *, Middle Name, Last Name *, Suffix, Former First Name, Former Middle Name, Former Last Name, Email Address *, Confirm Email Address *, Email Type, Phone *, Phone Extension, Phone Type *, Birth Date *, and Relationship.

- iv. 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

- v. Once access levels are selected, review the disclosure agreement, click on acknowledgement and authorization of disclosure agreement, and click the Submit button.

- vi. 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
- vii. Be sure to also provide your Proxy access to the [Student Account Center](#) and complete the [Consent for Access to Educational Records](#) form to allow the University to speak with them about your financial, academic, and student records
- viii. 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

B. Under Active Proxies

1. Select pencil icon for the Proxy you wish to edit

View/Add Proxy Access

Persons listed below are those to whom you have already granted access to your information. Use the pencil icon to edit their access. You may also grant access to another person(s) by using the drop-down box. You are responsible for maintaining the person(s) that can access your information.

Name	Proxy Access	Relationship	Effective Date
Mr. Ken Pyle	Student Finance, Financial Aid, General, Tax Information	Step-Parent	12/19/2017

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

Edit Proxy Details

Name Mr. Ken Pyle

Email Address ken_pyle@demo.com Relationship Step-Parent

Access

☐ Allow Complete Access

☒ Allow Select Access

☐ Remove All Access

☒ Student Finance *i* ☐ Financial Aid *i*

☒ Account Activity ☒ Award Letter

☒ Account Summary ☒ Financial Aid Home

☒ Make a Payment ☒ Request a New Loan

☒ My Awards

Cancel Save

1. You can allow complete access, remove all access, or select access by category or by individual item
2. Once adjustments have been made, select Save to update the access
3. Remember to also update this person's [Student Account Center](#) access and [Consent for Access to Educational Records](#)
4. Your proxy will receive an email notification that changes in their access have been made.

IF YOU ARE GIVEN PROXY ACCESS

1. 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

Person Proxy

Welcome to Colleague Self-Service! Select the person's account you want to view.

Suzanne

Trish

Mr. F

Cancel Continue

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

jmador Sign out Help

User Profile

Emergency Information

View/Add Proxy Access

Change Proxy User

Account Preferences

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

Suzanne acting on behalf of Trish Change User

HIGH POINT UNIVERSITY

THE PREMIER LIFE SKILLS UNIVERSITY

Office of Student Financial Planning
(336) 841-9124
finplan@highpoint.edu

Office of Student Accounts
(336) 841-9259
studentaccounts@highpoint.edu