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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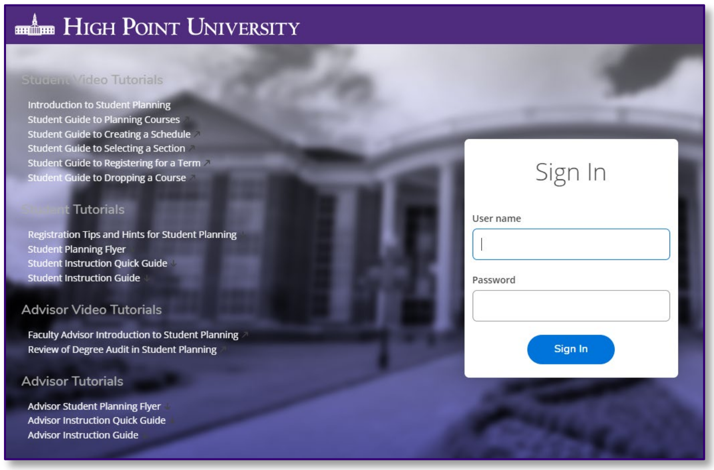
LOGGING INTO STUDENT SELF-SERVICE

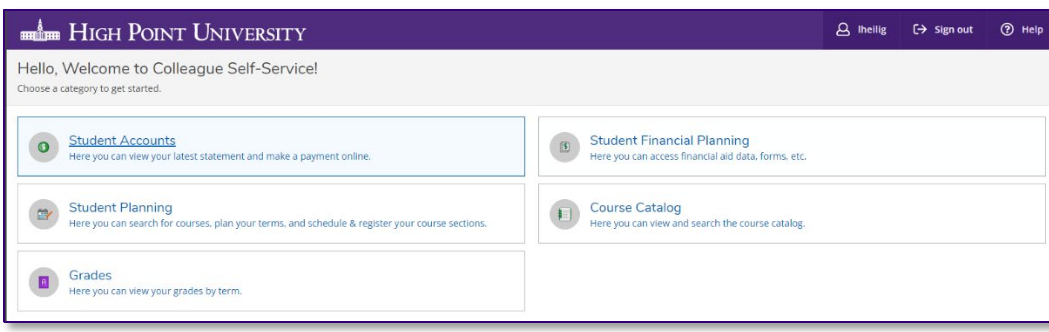
Log in at https://myaccount.highpoint.edu/Student/ using your HPU username and password. For new students, this would be your same username and password as your HPU email (not your Panther Portal).



NAVIGATING THROUGH STUDENT SELF-SERVICE

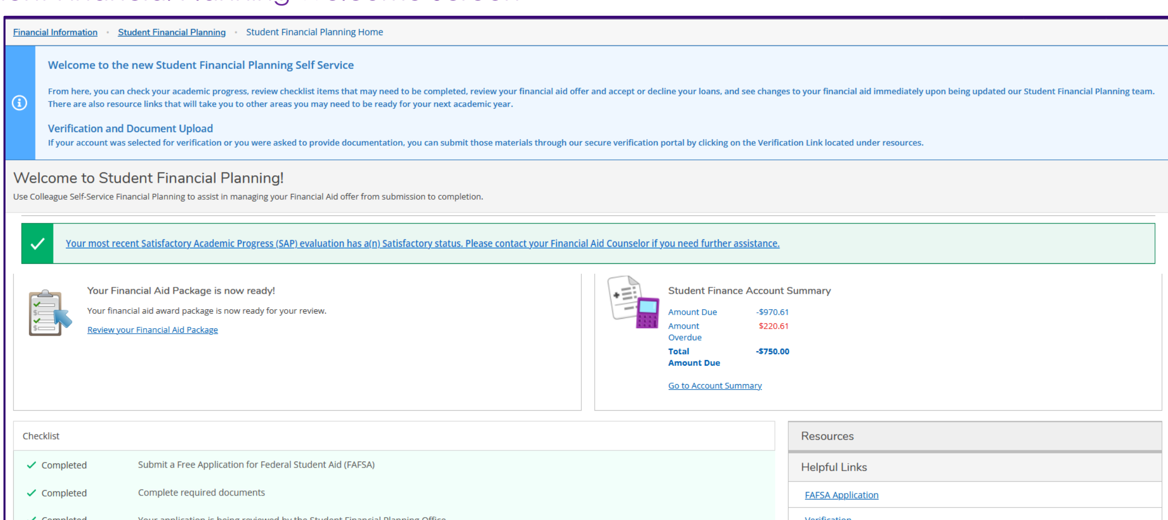
THE HOME SCREEN

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.



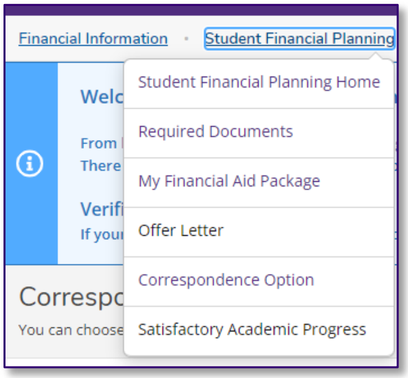
STUDENT FINANCIAL PLANNING

The Student Financial Planning Welcome Screen



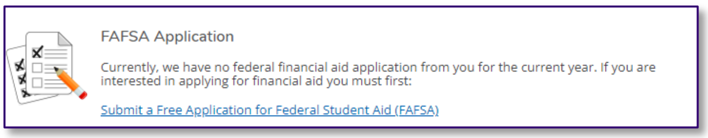
From the Financial Planning Welcome screen, you can:

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

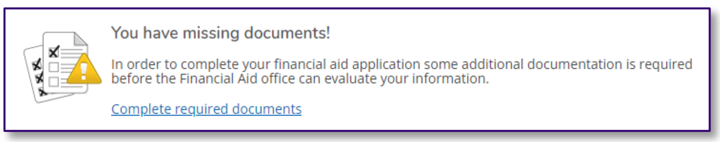


b. Check on your packaging status

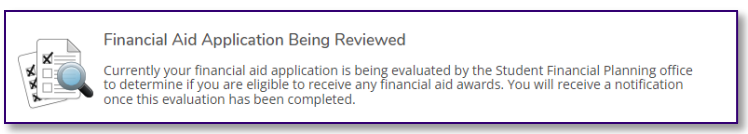
i. If the University has not yet received your new FAFSA you will see:



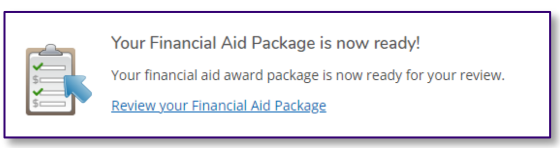
ii. If we received your FAFSA but need some additional information, you will see:



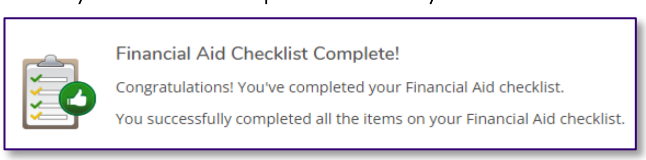
iii. If we have received your completed FAFSA but have not completed your packaging, you will see:



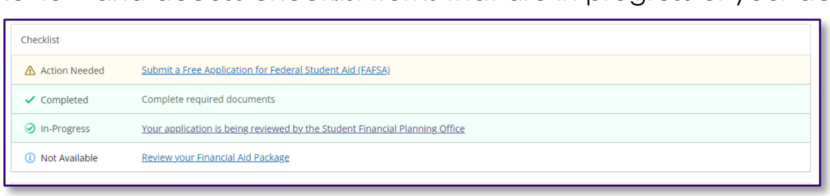
iv. Once your packaging is complete, you will see:



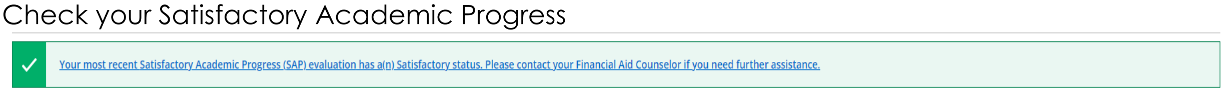
v. Once you have completed all of your checklist items, you will see:



c. Review and access checklist items that are in progress or your action is needed



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

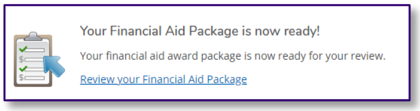
Be sure to submit ALL required documents before their due date to make sure your Financial Aid package is not delayed.

ii. Some examples of required documents are:

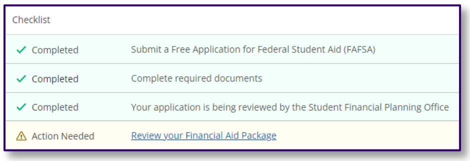
Document	Explanation	Due Date	Status
22-23 Fafsa Received	Your 22-23 FAFSA has been received	03/15/2022	Received
22-23 Fafsa Rejected	Your FAFSA has been rejected, please log into your FAFSA to make the necessary corrections FAFSA	ASAP	Please submit.

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 SPF Verification	ASAP	Please submit.

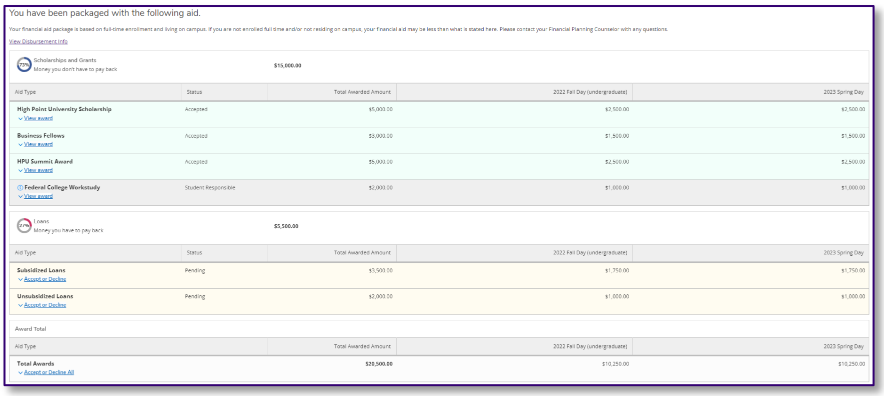
Financial Aid Package



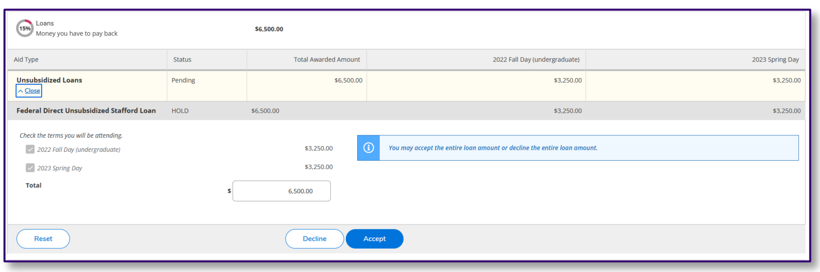
a. If you have not previously reviewed your package and accepted or declined your student loans (where applicable), you can access the financial aid package page from your packaging status or your checklist if it indicates action is needed. You can also access your financial aid package from the drop-down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



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



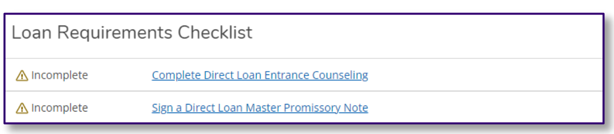
c. Federal Subsidized/Unsubsidized Student Loans need to be accepted or declined by clicking on 'Decline' or Accept' below each loan and then selecting either the Decline or Accept buttons.



i. 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!

ii. Your loans will not appear on your Student Account Statement until you have officially accepted your loans.

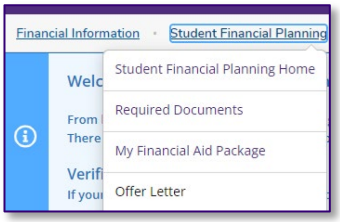
iii. If you choose to accept your loans, you will also see a Loan Requirements Checklist at the bottom of the Financial Aid Package page that must be completed.



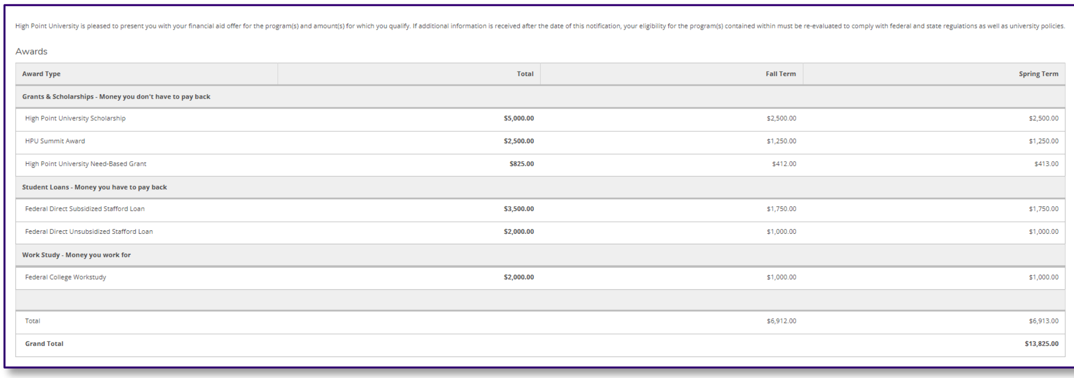
These checklist items will also appear on your main checklist on the Financial Planning Welcome page.

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

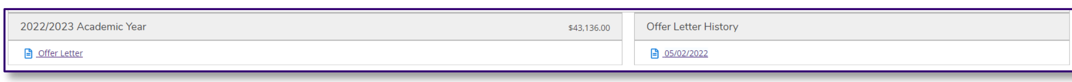


High Point University is pleased to present you with your financial aid offer for the program(s) and amount(s) for which you qualify. If additional information is received after the date of this notification, your eligibility for the program(s) contained within must be re-evaluated to comply with federal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

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**

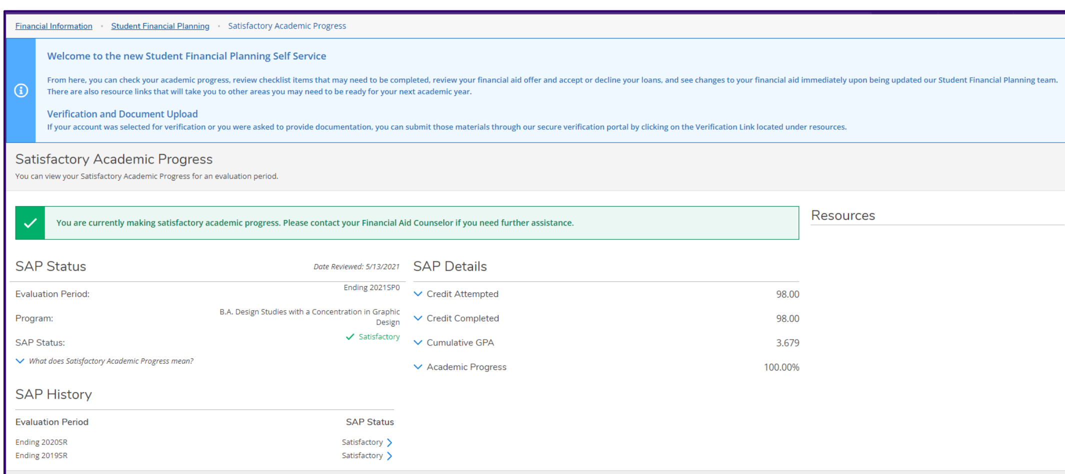
c. Your current offer as well as previous offer letters are available to you to download or print by clicking on the 'Offer Letter' link under the current academic year for your most current offer or the previous offer letter date link under Offer Letter History for previous versions.



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)

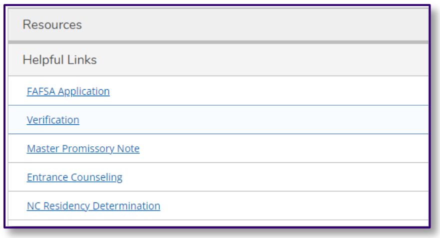
Both student's Institutional Merit SAP and Federal SAP information will be made available to them online to review once the process is complete at the end of each academic year. For undergraduate students, this process is run at the close of the Spring semester. For graduate students, this process is run at the close of your program's summer term.



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

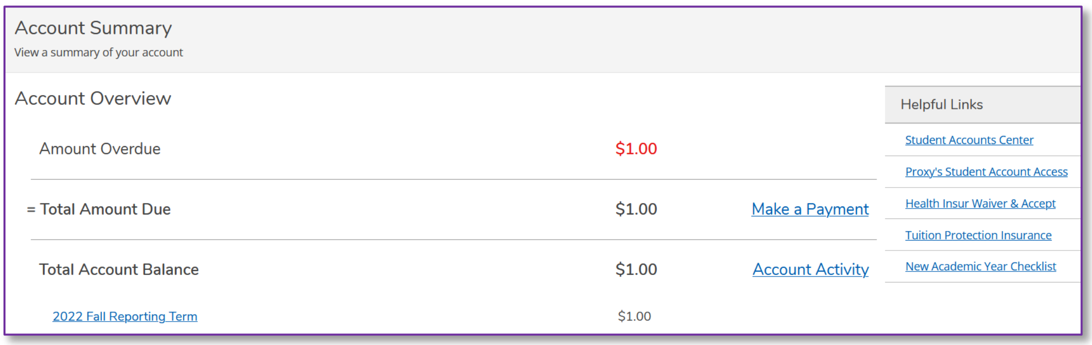
Helpful Links

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



STUDENT ACCOUNTS

Student Accounts Summary

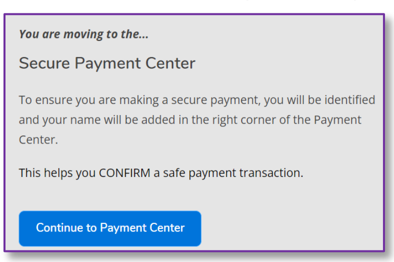


From the Student Accounts Summary page, you can:

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

Making a Payment

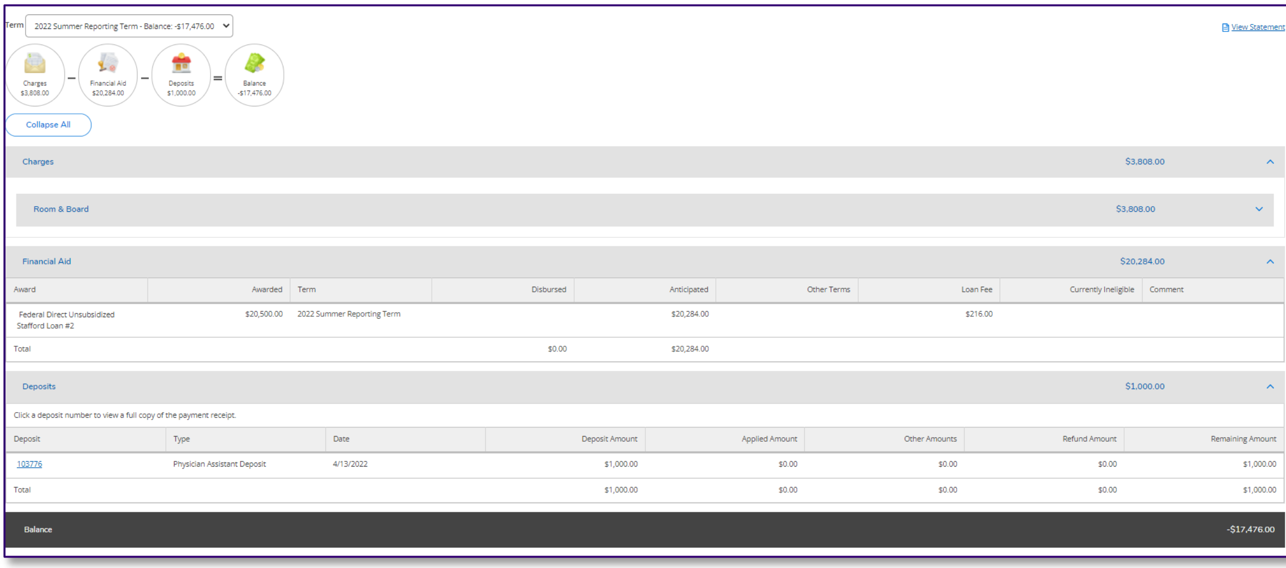
a. Select 'Make a Payment' from the Student Accounts Summary page or from the Student Accounts drop-down menu on the top of the page. You will be alerted of moving the Student Account Center to process your payment, select 'Continue to Payment Center'



b. You will be asked to log in again with your HPU username and password
c. 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.

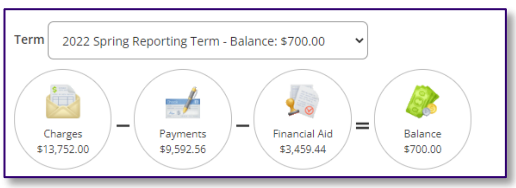
Account Activity Details

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.



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

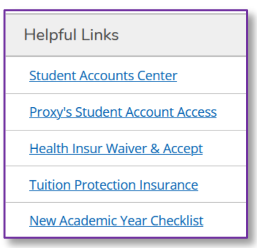
c. From this screen you can also change the term you wish to view using the 'Term' drop-down above the account activity summary circles



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.

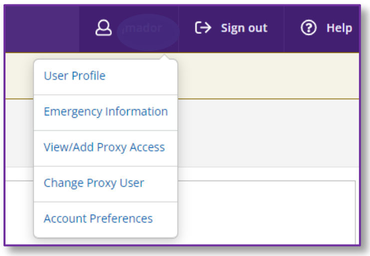


PROXY ACCESS

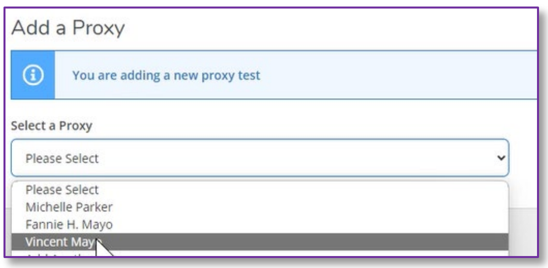
Proxy Access provides an opportunity for you to grant online access to financial information. This authorization only gives the university permission to release the information the student granted access to you online only. The University requires that a separate Consent for Access to Educational Records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

TO ADD PROXY

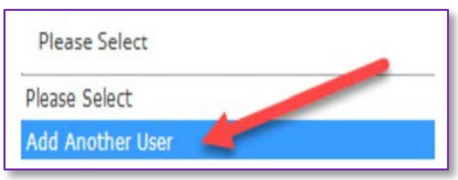
a. Click on your Username in upper right corner and select View/Add Proxy Access



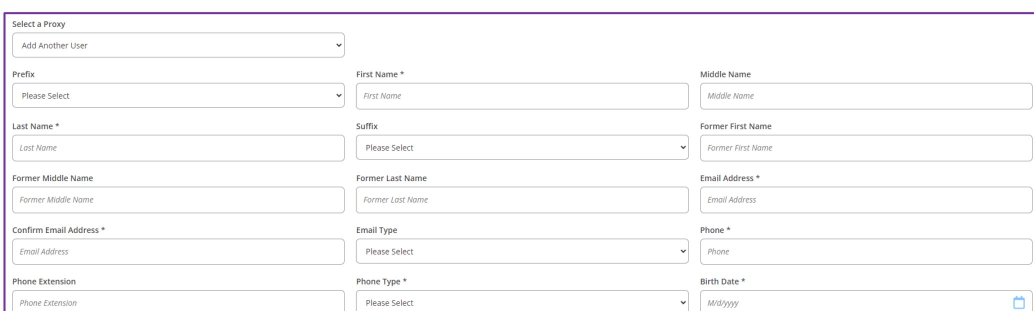
i. Under Select a Proxy, click on the Proxy you wish to grant access if they are already listed



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

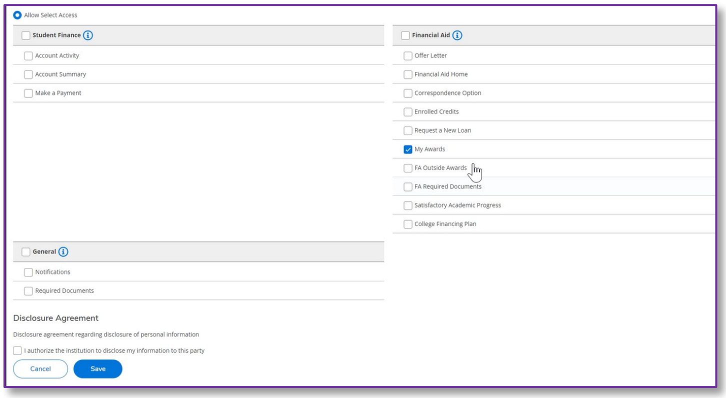


iii. To add another user, you must provide the person's:
   a) First Name, Last Name, Email address, Email type, Phone number, Phone type, Birth Date, and Relationship
   b) All other fields are optional

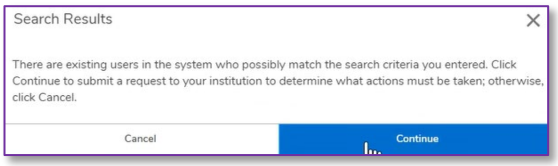


iv. Choose the Access to grant that person
   a) 'Allow Complete Access' automatically gives access to all Categories and Items
   b) Selecting by Categories (Financial Planning, Student Accounts, and General) gives access to all items within that category
   c) Selecting individual items only gives 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.



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

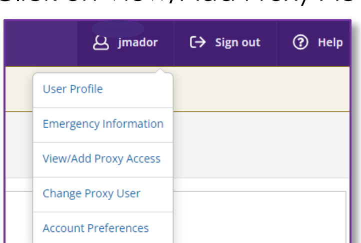
c) We will review the record and, if necessary, merge the records together
d) Once resolved, the new proxy will receive log in information and you will see their status updated with an effective date

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,
a) 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
b) 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
c) You will also receive an email notification that access has been granted

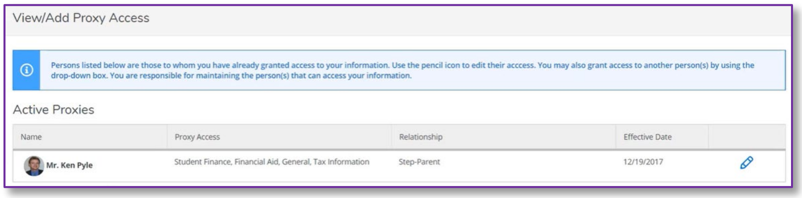
TO EDIT AN EXISTING PROXY

A. Click on Username in upper right corner
   1. Click on View/Add Proxy Access

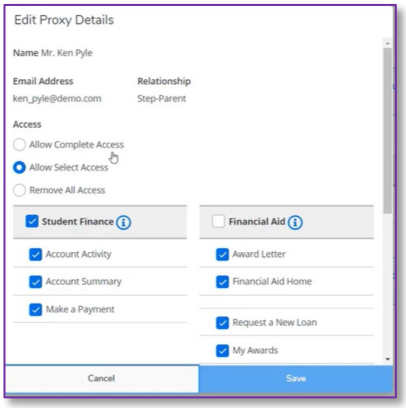


B. Under Active Proxies

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



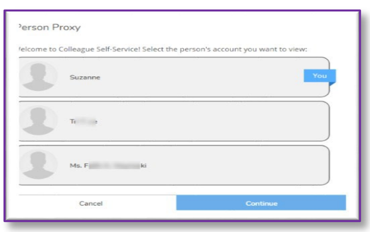
C. You can edit the Proxy's access to add or remove access.



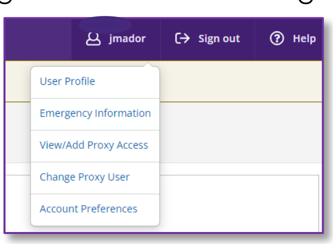
1. You can allow complete access, remove all access, or select access by category or by individual item
2. Once adjustments have been made, select Save to update the access
3. Remember to also update this person's [Student Account Center] access and [Consent for Access to Educational Records]
4. Your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

IF YOU ARE GIVEN PROXY ACCESS

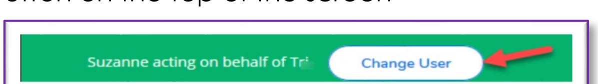
1. As a student, if you are given proxy access to another student's account, you will be given an option to choose the account you wish to view upon logging into Student Self-Service



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'



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



HIGH POINT UNIVERSITY
THE PREMIER LIFE SKILLS UNIVERSITY

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