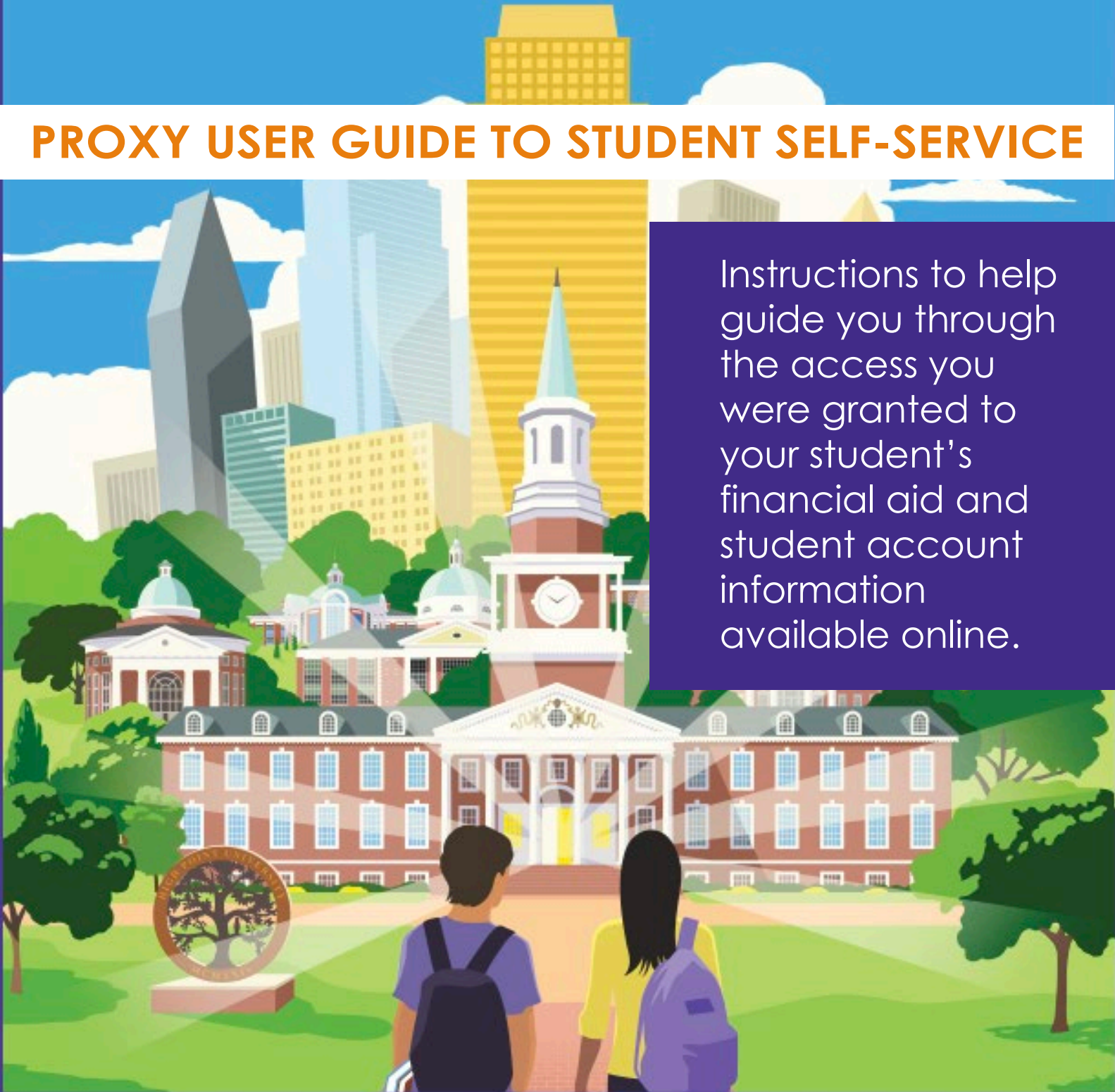


HIGH POINT UNIVERSITY

THE PREMIER LIFE SKILLS UNIVERSITY

PROXY USER GUIDE TO STUDENT SELF-SERVICE

Instructions to help guide you through the access you were granted to your student's financial aid and student account information available online.



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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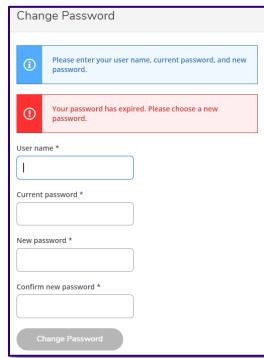
PROXY ACCOUNT CREATED

- A. 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](#).
- B. 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

- A. Logging in
 - 1. HPU's [Student Self-Service](#) page can be accessed on or off campus using the username and password you were provided.

-
2. 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.

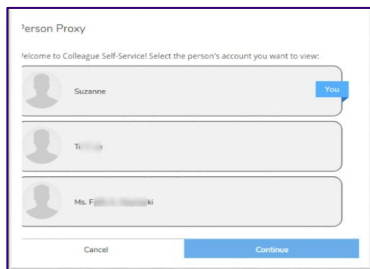


A screenshot of a 'Change Password' web form. At the top, there are two informational messages: a blue one stating 'Please enter your user name, current password, and new password.' and a red one stating 'Your password has expired. Please choose a new password.' Below these are four input fields: 'User name *', 'Current password *', 'New password *', and 'Confirm new password *'. A 'Change Password' button is at the bottom.

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

NAVIGATING THROUGH STUDENT SELF-SERVICE

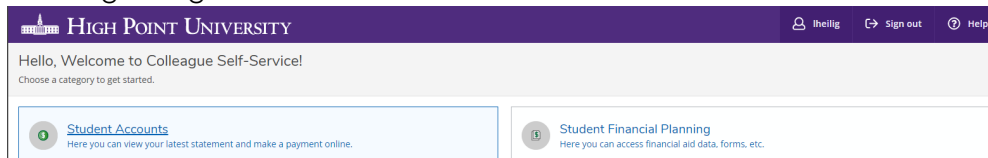
Once you successfully log in using your new password, you will be asked to choose the record you want to access. In most cases you will only see your name and your student's name listed. More than one student will be listed if you have more than one student enrolled at HPU and they both have given you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



A screenshot of the 'Person Proxy' selection screen. It says 'Welcome to Colleague Self-Service! Select the person's account you want to view:'. There are three rows, each with a person icon and a name: 'Suzanne', 'T. Hille', and 'Mr. F. Hille'. The 'Suzanne' row has a blue 'You' button next to it. At the bottom are 'Cancel' and 'Continue' buttons.

THE HOME SCREEN

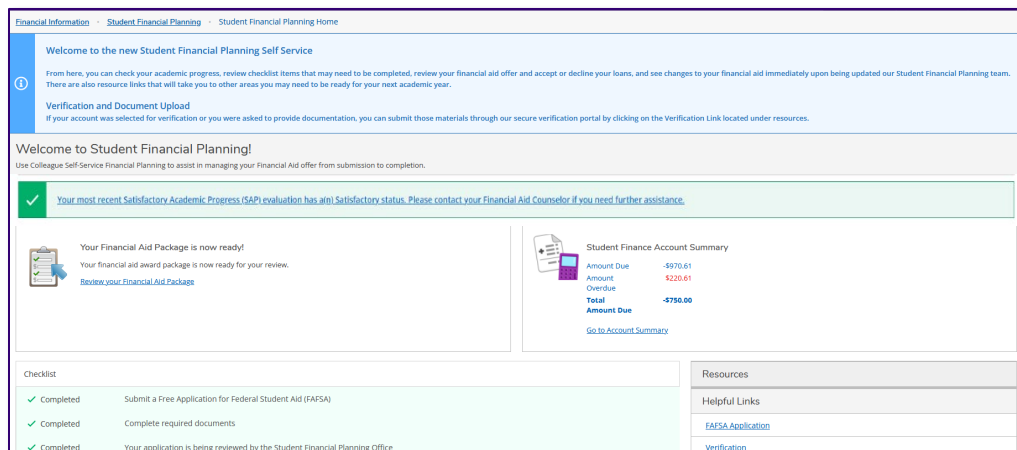
Based on the access your student gave you, you will see the Student Accounts and/or Student Financial Planning categories to choose from.



A screenshot of the top navigation bar of the High Point University Colleague Self-Service portal. It includes the university logo, the text 'Hello, Welcome to Colleague Self-Service!', and two main categories: 'Student Accounts' (with a description: 'Here you can view your latest statement and make a payment online.') and 'Student Financial Planning' (with a description: 'Here you can access financial aid data, forms, etc.').

STUDENT FINANCIAL PLANNING

The Student Financial Planning Welcome Screen



A screenshot of the 'Student Financial Planning Welcome Screen'. It features a welcome message, a checklist of completed tasks (submitting a FAFSA application, completing documents, and application review), a 'Student Finance Account Summary' table, and a 'Resources' section with links to helpful links, FAFSA application, and verification.

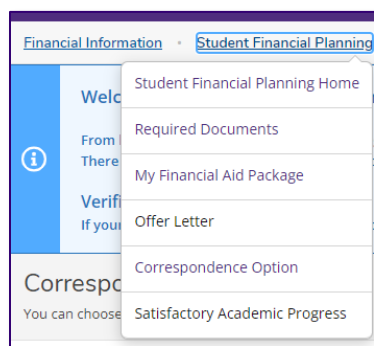
Student Finance Account Summary	
Amount Due	-\$970.61
Amount	\$220.61
Overdue	
Total Amount Due	-\$750.00

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

Resources	
Helpful Links	
FAFSA Application	
Verification	

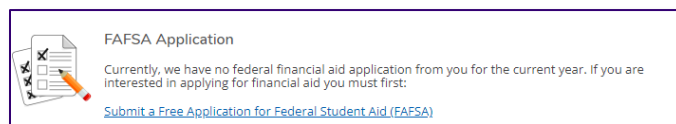
From the Welcome screen, you can:

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

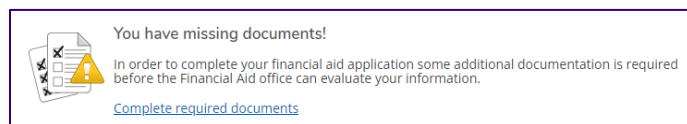


- b. See the student's aid packaging status

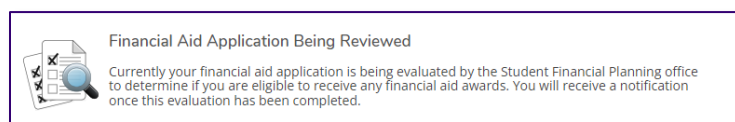
- i. If the University has not yet received your new FAFSA you will see:



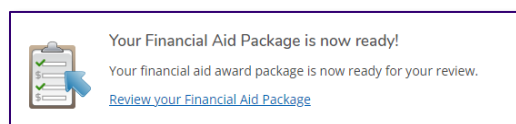
- ii. If a FAFSA has been received but needs some additional information, you will see:



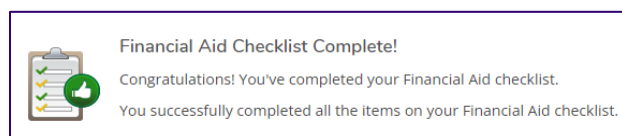
- iii. If a completed FAFSA has been received but we have not completed packaging aid, you will see:



- iv. Once the aid package is ready, you will see:



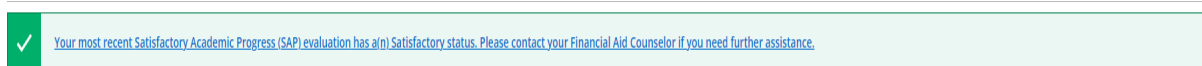
- v. Once checklist items have been completed, you will see:



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

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. See Satisfactory Academic Progress information



e. See a 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

Required Documents

- a. If required documents are needed to be completed, 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.



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



Your Financial Aid Package is now ready!

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

[Review your Financial Aid Package](#)

- a. 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.

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 in the aid 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 listed here. Please contact your Financial Planning Coordinator with any questions.

[View your financial aid](#)

Aid Type	Status	Total Awarded Amount	2022 Fall Day (undergraduates)	2023 Spring Day
Scholarships and Grants - Money you don't have to pay back				
High Point University Scholarship	Accepted	\$5,000.00	\$2,500.00	\$2,500.00
Business Fellowship	Accepted	\$5,000.00	\$1,500.00	\$1,500.00
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				
Unsubsidized Loans				
Unsubsidized Loans	Pending	\$5,500.00	\$1,750.00	\$1,750.00
Unsubsidized Loans	Pending	\$2,000.00	\$1,000.00	\$1,000.00
Award Total				
Total Awards		\$20,000.00	\$10,250.00	\$10,250.00

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

Loans
Money you have to pay back

Aid Type	Status	Total Awarded Amount	2022 Fall Day (undergraduates)	2023 Spring Day
Unsubsidized Loans	Pending	\$6,500.00	\$3,250.00	\$3,250.00
Federal Direct Unsubsidized Stafford Loan	Hold	\$6,500.00	\$3,250.00	\$3,250.00

Check the terms you will be attending:

☒ 2022 Fall Day (undergraduates) \$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.

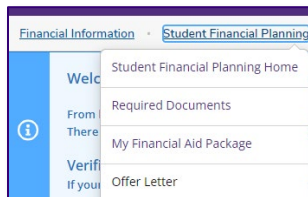
- Student loans will not appear on your Student Account Statement until they have been accepted.
- Upon accepting their loans, you will also see a Loan Requirements Checklist at the bottom of the Financial Aid Package page that must be completed.

Loan Requirements Checklist	
Incomplete	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. 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
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. 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	Offer Letter History
Offer Letter		05/03/2022

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 the program's summer term.

Financial Information > Student Financial Planning > Satisfactory Academic Progress

I

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.

Resources

SAP Status

Date Reviewed: 5/12/2021

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 2020SP	Satisfactory
Ending 2019SP	Satisfactory

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 Residence Determination

STUDENT ACCOUNTS

Student Accounts Summary

Account Summary	
View a summary of your account	
Account Overview	
Amount Overdue	\$1.00
= Total Amount Due	\$1.00 Make a Payment
Total Account Balance	\$1.00 Account Activity
2022 Fall Reporting Term	\$1.00

Helpful Links

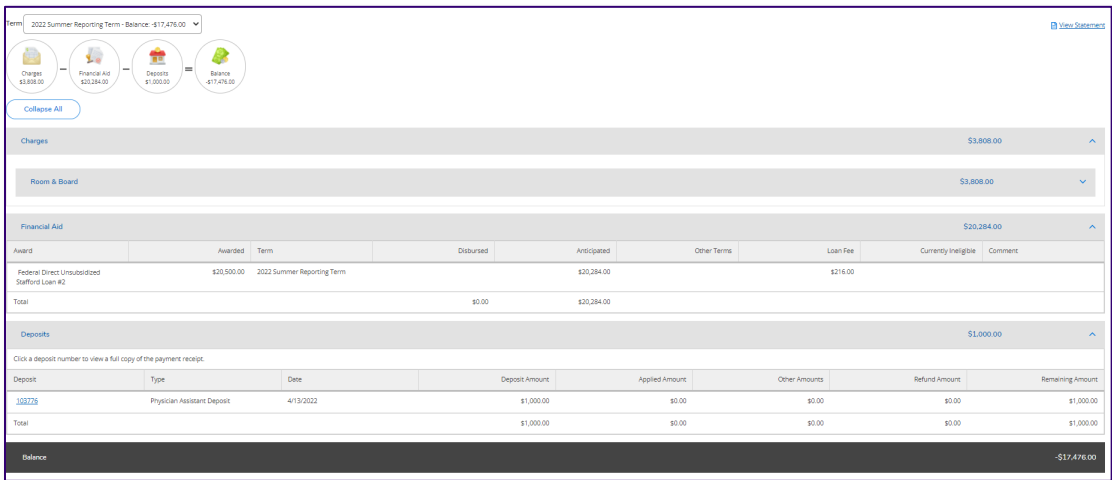
- [Student Accounts Center](#)
- [Proxy's Student Account Access](#)
- [Health Insur Waiver & Accept](#)
- [Tuition Protection Insurance](#)
- [New Academic Year Checklist](#)

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

Account Activity Details

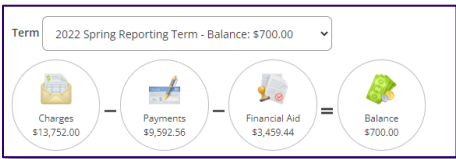
By selecting the Account Activity link next to your Total Account Balance or from the drop-down menu, you will be taken to the most recent term with account activity available. You can also select a specific term to see prior term details.



- 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.

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

FREQUENTLY ASKED QUESTIONS BY PROXIES

How do parents or legal guardians gain access to 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.

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 for assistance. They are available Monday-Friday from 7:30am-6:00pm.

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 for assistance. They are available Monday-Friday from 7:30am-6:00pm.

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 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.

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.

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.

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.

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

The Student Self Service web address is <https://myaccount.highpoint.edu/Student/Account/Login>. Use the username that was sent to you via email and the password that you selected.

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 for assistance. They are available Monday-Friday from 7:30am-6:00pm.

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 <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.

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