

Dear Student,

This message contains critical information to assist you in understanding your account in the new Student Information System (SIS). It will answer questions you may have about reading your account and understanding how financial aid, refunds, direct deposit and payments are processed in the new system. Our goal in sending this detailed information is to help you avoid waiting for a response to an inquiry by e-mail, telephone, or in person when the autumn term begins. For your convenience, the information below has been categorized and should make it easier for you to navigate to your topics of interest. Topics in this message are:

- Financial Aid
- Refunds and Direct Deposit
- How to Read Your Account Information
- Payments
- Graduate Fee Authorizations and Student Health Insurance
- Guardian Online Access
- Holds
- Additional Online Resources

Please note that your Statement of Account for autumn 2009 will be available through the SIS Student Center at <http://buckeyelink.osu.edu/> beginning August 19, 2009. Please read the section below on "How to Read Your Account Information" before logging in to your Student Center.

Financial Aid

- Financial Aid is identified as “pending” on your account until it is disbursed approximately 10 days prior to the start of the term. To view pending aid, go to the dropdown menu in your Student Center and select “pending financial aid”.
- Once your aid is disbursed, it will be displayed as a credit on your statement of account. If you have aid above your assessment, the credit balances will be processed within 3 to 4 business days. For more information on refund procedures, see below. For more information about Financial Aid, see https://assist-erp.osu.edu/sis/WebHelp/studentcenter/fa/financial_aid.html.

Refunds and Direct Deposit

- You must have an active osu internet user name to receive direct deposits. If you have not activated your osu internet user name, please go to one of the following sites:
 - Newly admitted for summer 2009 or later: <http://admissions.osu.edu/activate>.
 - Continuing Students: <https://acctmgt.service.ohio-state.edu/cgi-bin/KRB1EntryAdd>.
- Refunds can be deposited directly into your bank account. To set up or update your direct deposit information, see https://assist-erp.osu.edu/sis/WebHelp/studentcenter/sf/sf_account_refund.html.
- If you are expecting a refund, verify that your Permanent and Current addresses are correct in your Student Center. More information about updating your addresses is available at https://assist-erp.osu.edu/sis/WebHelp/studentcenter/general/sc_update_address.html.
- Refund Status – A refund will be issued as result of credits exceeding charges on your student account. Once your refund is processed, it will display as a charge on your Statement of Account. If your refund is in process, you can check the

status by clicking the Account Refund link on the home page of your Student Center, which will take you to your Sallie Mae account page. Note that Ohio State processes refunds through Sallie Mae.

How to Read Your Account Information

-Your Statement of Account for autumn 2009 will be available through the SIS Student Center at <http://buckeyelink.osu.edu/> beginning August 19, 2009.

After logging into your Student Center, your Statement of Account can be located by:

-Clicking on the Account Inquiry link in the Finances section.

-Clicking on the Activity tab.

-Then clicking on the "Print Official Statement of Account" button.

-For help navigating your Account and other account related information, see the Student Account Quick Reference fact sheet at

https://xpedio.oit.ohio-state.edu/xpedio/groups/public/documents/job_aids/student_account_quick_ref.pdf.

-Please note that the "Account Summary" section on the home page of your Student Center only contains an overview of the current status of your account. More detailed information must be obtained from your Statement of Account.

Payments

-Online Payments – You can pay tuition and fees online by e-check or via mail or in person by check or money order. As of July 1, 2009, cash payments are no longer accepted.

-Tuition Option Payment Plan (TOPP) – To sign up for TOPP, see

https://assist-erp.osu.edu/sis/WebHelp/studentcenter/sf/sf_account_inquiry.html#paymentplan.

Important: To avoid late penalties, check the due dates listed on your Statement of Account. Note that in most cases your due date is the first day of classes.

Graduate Fee Authorizations / Student Health Insurance

-For information on viewing Graduate Fee Authorizations and Student Health Insurance charges and payments on your Statement of Account, see reference document at

https://xpedio.oit.ohio-state.edu/xpedio/groups/public/documents/job_aids/gfa_shi.pdf

-The Annual Insurance Selection/Waiver Deadline is September 15, 2009, for quarter students. For more information about enrolling in or waiving Student Health Insurance, see the Online Student Reference Guide at

https://assist-erp.osu.edu/sis/WebHelp/studentcenter/shi/shi_intro.html.

Guardian Online Access

-The Guardian Login page, which is used for online tuition and fee payments, will be available before the fall fee deadline. An e-mail will be sent to all students when access is available.

Holds (Negative Service Indicators)

Beginning autumn term, a hold (sometimes referred to by staff as a “negative service indicator”) will be placed on your record, and will appear in the “Holds” section of your Student Center, if your account is more than 15 days past due. These holds will limit your ability to receive services in the

following way:

*16 – 30 days past due – no diploma, no refund

*31 – 60 days past due – no diploma, no refund, no transcript, no enrollment verification

*61+ days past due – no diploma, no refund, no transcript, no enrollment verification, all enrollment activity blocked

You can see detailed information about a hold by clicking on the specific link for the hold. For more information about holds, see the Online Student Reference Guide at <https://assist-erp.osu.edu/sis/WebHelp/studentcenter/>

Additional Online Resources

-For more information about the SIS Student Center, see the Online Student Reference Guide at <https://assist-erp.osu.edu/sis/WebHelp/studentcenter/>

-For answers to Frequently Asked Questions about the Student Center, see http://oaa.osu.edu/sis/student_center_faqs.php

If you need additional assistance in understanding your student account, or have any other questions, please contact the Student Consolidated Services Center at:

Email

<mailto:scsc@osu.edu>

Walk-ins

320 Lincoln Tower

Hours in effect until Sept. 4: 7:30 am – 4:30 pm M-Th, 9:00 am to 4:30 pm F

Hours beginning Sept. 8: 8:00 am – 6:00 pm M-TH, 9:00 am – 4:00 pm F

Call Center

614-292-0300

Hours in effect until Sept. 4: 8:00 am - 4:00 pm M-Th, 9:00 am - 4:00 pm F

Hours beginning Sept. 8: 8:00 am - 5:00 pm M-Th, 9:00 am – 4:00 pm F

Important Reminder: Don't Give Your Password Away

Over the past several months, a number of e-mails have been circulating from sources claiming to be from the Ohio State webmail team or admin managers. These e-mails ask people to submit their osu.edu e-mail account information and password, sometimes with personal information such as birth date. ***DO NOT REPLY to these e-mails.*** This is a phishing attempt and not a legitimate request. OSU's account management system does not request information in this format or through e-mail. You should ****never**** share your OSU passwords with anyone, not even help desk or IT support personnel, especially by e-mail. OSU will never ask you for your password. If you suspect you have given out your password or account information as a result of one of these attacks, please contact 8Help and work with them to change your password immediately. For more information

on phishing, check out the Safe Computing phishing page

buckeyesecure.osu.edu/SafeComputing/Phishing.