Navigate to: Main Menu > Campus Community > Student Services Center or Menu > Basic Student Information > Student Services Center.

Enter the account number and click Search, or press Enter.
This is a panel of information that is similar to the view the student would see on their Self-Service through the KU portal, but not entirely. Some available functions and views to students are blacked out to staff or the link doesn’t allow information to be viewed to staff.

Notice to the right of the ID number, the location for Service Indicator Icons: Negative, Positive, and the Registrar’s Ferpa.

Immediately below is an array of tabs to find more information according to categories. At the bottom of the panel, is the same array duplicating the tabs with a series of links.

Generally, the information on the tabs is more detailed than that on the Student Center panel. Below that is a list of categories with a general overview of each and links to find further information.

To the right is a list of information including the Holds, To Do List, Enrollment information, Advisor information, links to various departments, i.e. Financial Aid office, Student Accounting Office at KUMC, etc.
In the Finance Box is a down arrow and menu for navigating to tabs in Account Management. You can highlight the tab to view and click on the GO button (circle with arrows).

The **second tab** contains student general information.

Data for Setup Direct Deposit (refunding to bank selection) and Setup Authorized User (access by a third party) may not be available to staff depending on security.

At the top, below the tabs, are listed the categories included under General Information. Below that is the first category, Service Indicators. It shows the Description, Term relative, Active Date and the Department responsible for the indicator. The Negative SI adds one item of detail, the amount for the NPY hold.

If you have the security to allow adding and deleting Service Indicators to/from accounts, then the “edit service indicators” link is provided for that purpose in this box (no additional navigating).

The Description under “Details” is a highlighted link; click on this link and the details of the SI show as it would on the Customer Account and drilling down to the details.
The triangle pointing down indicates this link is open. These appear as either open or closed (triangle points to the right when closed), so be aware when searching for information, the info needed may be there, only hidden because the triangle is pointed closed. Click the triangle to either open or close the box.

**Checklists**

No initiated checklists found.

**Personal Data**

- **Campus ID:** 708287
- **Date of Birth:** 07/18/1982
- **Gender:** Female
- **Marital Status:** Married
- **Ethnic Group:** White

**National ID**

<table>
<thead>
<tr>
<th>Country</th>
<th>National ID Type</th>
<th>National ID</th>
<th>Primary NID</th>
</tr>
</thead>
<tbody>
<tr>
<td>USA</td>
<td>Social Security Number</td>
<td>585438846</td>
<td></td>
</tr>
</tbody>
</table>

**Names**

<table>
<thead>
<tr>
<th>Name Type</th>
<th>Display Name</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preferred</td>
<td>Sarah Norman</td>
<td>Active as of 2008-06-24</td>
</tr>
<tr>
<td>Primary</td>
<td>Sarah Norman</td>
<td>Active as of 2008-06-24</td>
</tr>
</tbody>
</table>
The Detail of the Service Indicator shows as in the snapshot below:

**View Service Indicator**

Sarah Norman          1109307

*Institution:* UKANS University of Kansas

*Service Indicator Code:* DCL Declared Major

*Service Ind Reason Code:* SOC SOC Major Declared

**Description:** Declared Major in Sociology through Undergraduate Services in the College of Liberal Arts and Sciences.

**Effective Period**

**Start Term:** 0000 All Terms **End Term:**

**Start Date:** 08/15/2003 **End Date:**

**Comments**

Declared Majors Service Indicators

**Services Impacted**

No Impacts are associated with the selected Service Indicator Code.

**Service Indicator Date Time:** 08/15/2003 12:00:00AM

**User ID:** SRBATCH

[Buttons: OK, Cancel, Apply]
The **Third Tab**, Finances:

Notice in the list of terms to the left, the term highlighted with yellow background is the term with the data shown to the right. To view a different term, simply click on the link for that term.

Notice the Account Summary shows the Balance on the account, then in the Due Charges box, it shows the dates those charges are due, their descriptions and amounts. If you need to see the entire customer account, click on “view student account”; to return from the customer account, click “Cancel”.

![Tuition Calculation Summary](image)
Account Summary

University of Kansas

Account Total Balance: 0.00 USD
Deposit Due: 0.00
Anticipated Aid: 0.00
Student Permissions: Not Granted
Go to: Student Portal

Currency used is US Dollar.

Due Charges

This student does not have outstanding charges.

Refunds

Refundable Credits: 0.00 USD
Go to: Refund Student

Last Refunded: 08/21/2009
Last Refund: 1,000.00 USD
Through: Payroll
Refund Status: Confirmed
Country: United States
Address: 2920 Sage Brush Drive
Lawrence, KS 66047
DG

Bills

Invoice Number: KULC________0002528240
Invoice Date: 07/21/2010
Due Date: 08/15/2010
Total Billed: 0.00
Country: United States
Address: 2920 Sage Brush Drive
Lawrence, KS 66047
DG

Payment Plans

No Active Payment Plans were found.
Go to: Assign to Payment Plan
The link under “Payment Plans” will bring up the Third Party and Deferment contracts for this student.

<table>
<thead>
<tr>
<th>Contract Nbr</th>
<th>Description</th>
<th>Contact Type</th>
<th>Short Name</th>
<th>External Org ID</th>
<th>Short Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>4089 KUCRNH41680TU&amp;RF</td>
<td>KUCR - Project #NIH41680TU&amp;RF</td>
<td>Third Party</td>
<td>Existing</td>
<td>2296304</td>
<td>Active</td>
</tr>
<tr>
<td>4092 KUCRNH41680TU&amp;RF</td>
<td>KUCR - Project #NIH41680TU&amp;RF</td>
<td>Third Party</td>
<td>Existing</td>
<td>2296304</td>
<td>Active</td>
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<tr>
<td>4096 KUCRNH41680TU&amp;RF</td>
<td>KUCR - Project #NIH41680TU&amp;RF</td>
<td>Third Party</td>
<td>Existing</td>
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<td>Active</td>
</tr>
<tr>
<td>4099 KUCRNH41680TUONLY</td>
<td>KUCR - Project #NIH41680TUONLY</td>
<td>Third Party</td>
<td>Existing</td>
<td>2296304</td>
<td>Active</td>
</tr>
<tr>
<td>4102 KUCRNH41680TU&amp;RF</td>
<td>KUCR - Project #NIH41680TU&amp;RF</td>
<td>Third Party</td>
<td>Existing</td>
<td>2296304</td>
<td>Active</td>
</tr>
<tr>
<td>4102 KUCRNH41680TUONLY</td>
<td>KUCR - Project #NIH41680TUONLY</td>
<td>Third Party</td>
<td>Existing</td>
<td>2296304</td>
<td>Cancelled</td>
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<tr>
<td>4106 KUCRNH41680CF</td>
<td>KUCRNH41680CF</td>
<td>Third Party</td>
<td>Existing</td>
<td>2296304</td>
<td>Active</td>
</tr>
<tr>
<td>4109 KUCR 2930-TUCFRF</td>
<td>KUCR 2930-10942</td>
<td>Third Party</td>
<td>Existing</td>
<td>2550873</td>
<td>Active</td>
</tr>
</tbody>
</table>