Account Inquiry – Bills, Payments and Financial Aid
Students may use self-service to view details of their financial account.

Note: Parts of images may be obscured for security reasons.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1.   | Enter [https://home.cunyfirst.cuny.edu](https://home.cunyfirst.cuny.edu) in your browser’s address bar:  
  - Enter your Username and Password and click the [Go](#) icon.  
  - From the **Enterprise Menu**, select the **HR/Campus Solutions** link. |
| 2.   | Navigate to: [Self Service > Student Center](#) |
| 3.   | In the **Finances** section, click the **Account Inquiry** link to see the details of the **Account Summary**. |
4. On the Account Inquiry tab summary sub-tab, the Account Summary page displays outstanding charges and deposits, as well as, pending financial aid (if any) and Total Due. In the What I Owe section, the Total Due amount to be paid is shown.

Note: Amounts listed under Pending Payments have been rejected. Please contact the Office of the Bursar.

5. Under Account Inquiry tab, select the activity sub-plan tab to view detailed information about both charges and payments.

Note:
- Within the View by section, narrow the results by selecting a date range (month, year and then day) using the From and To calendar icons. To look for transactions within a specific term, ensure the date range includes the transactions for the specific term. Then select the Go button.
- Displayed are ten rows of charges and payments. Select the View All link to see all rows or select the down arrow to view the next set of ten rows - in reverse chronological order.

6. Under Account Inquiry tab, select the charges due sub-tab that displays four sections.
- Summary of Charges by Due Date section displays the amount due by date and total.
- Details by Due Date section displays charges by term.
- Details by Charge section displays the detailed charges, due date, term and amount.
- Invoices Due should be disregarded for Fall 2010 invoices. If there are questions regarding this section, please contact the Office of the Bursar.

Note: Consult the College website to verify the bill due date and any date extensions.
7. Under **Account Inquiry** tab, select the **payments** sub-tab to view the **Payment History** page.

**Note:**
- All payments are listed here in reverse chronological order.
- Within the View by section, narrow the results by selecting a date range (month, year and then day) using the From and To calendar icons. To look for transactions applicable to a specific term, allow a date range two months before and after the term dates. Then select the Go button.
- Posted Payments appear in sets of five in reverse chronological order. Select the View All link to see all of the payments or select the arrow to view the next set of five posted payments.

8. Under **Account Inquiry** tab, **Pending aid** section displays the type of award, term and amount.

**Note:**
- When disbursed, pending aid will appear as a payment.
- Further information about any Pending Financial Aid Award may be obtained from the Office of Financial Aid.

**End of Procedure.**