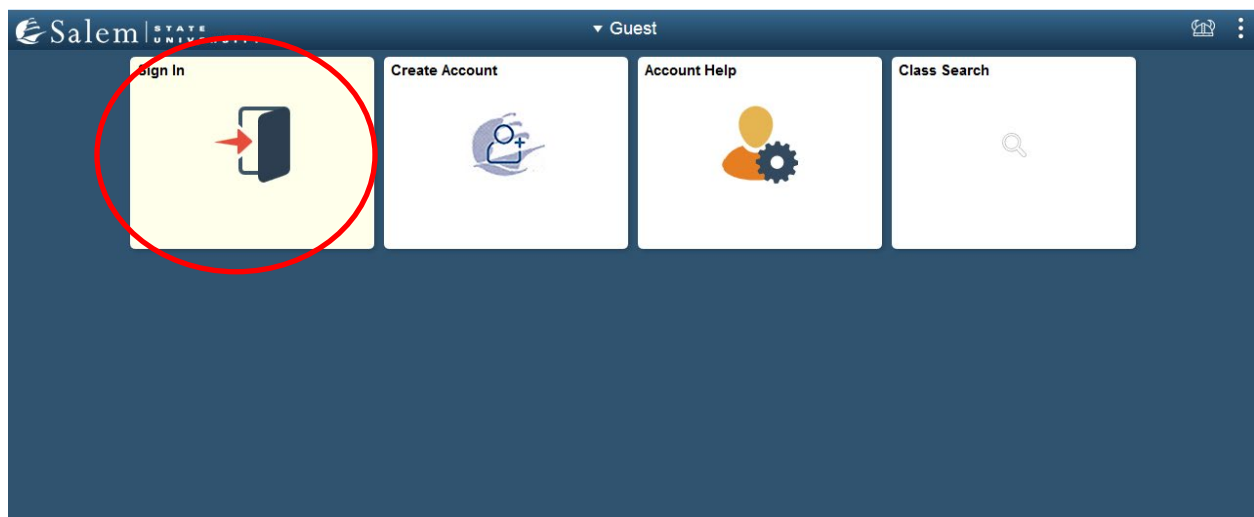


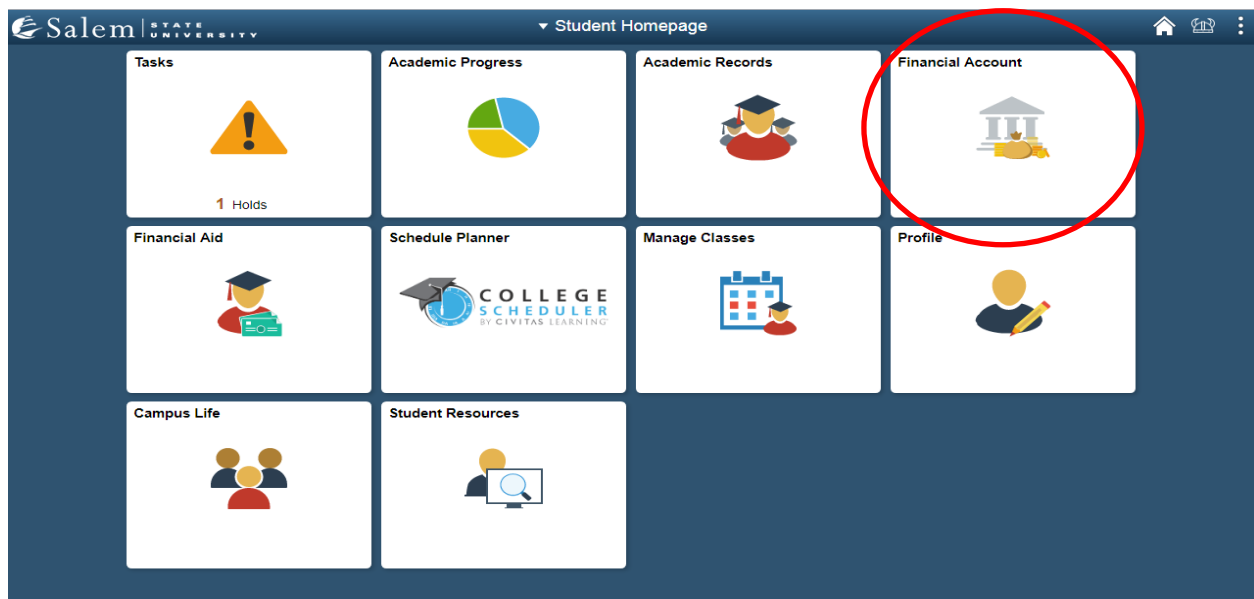
Student Navigation Center

How to: Understand my Bill

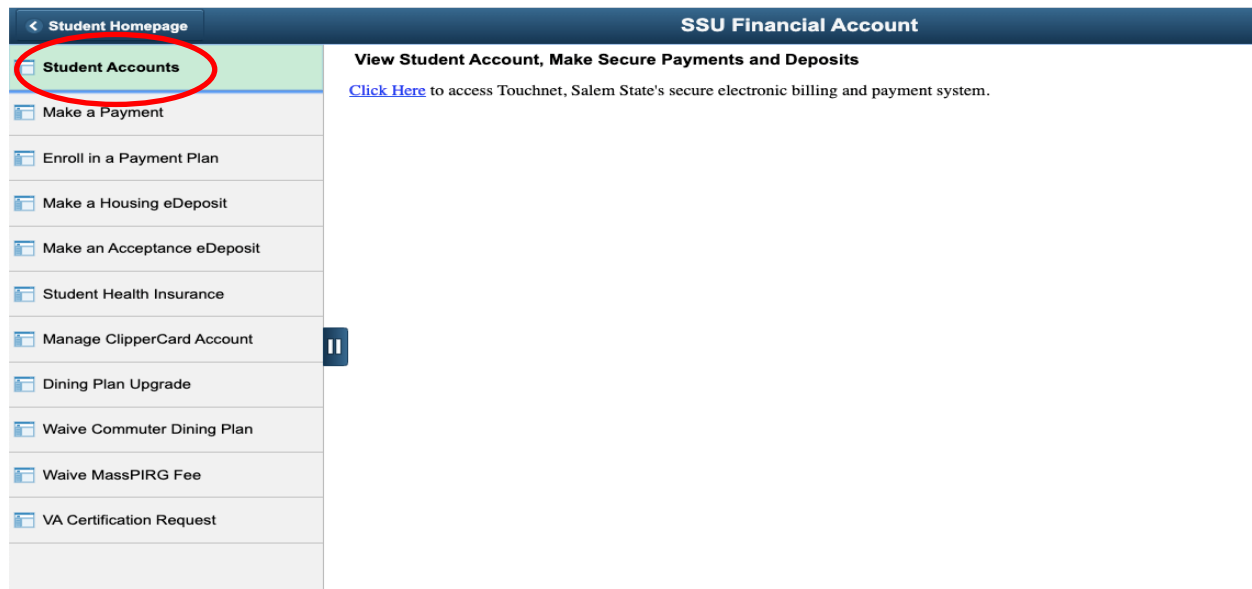
1. Log into Navigator.



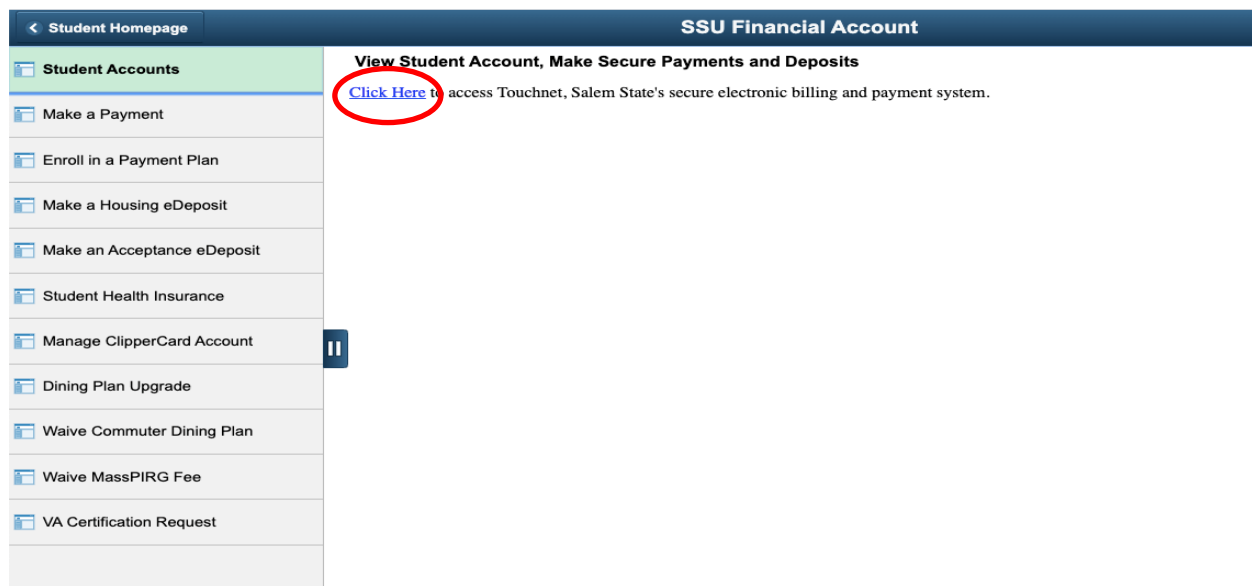
2. Once at the Student Homepage, click on "Financial Account".



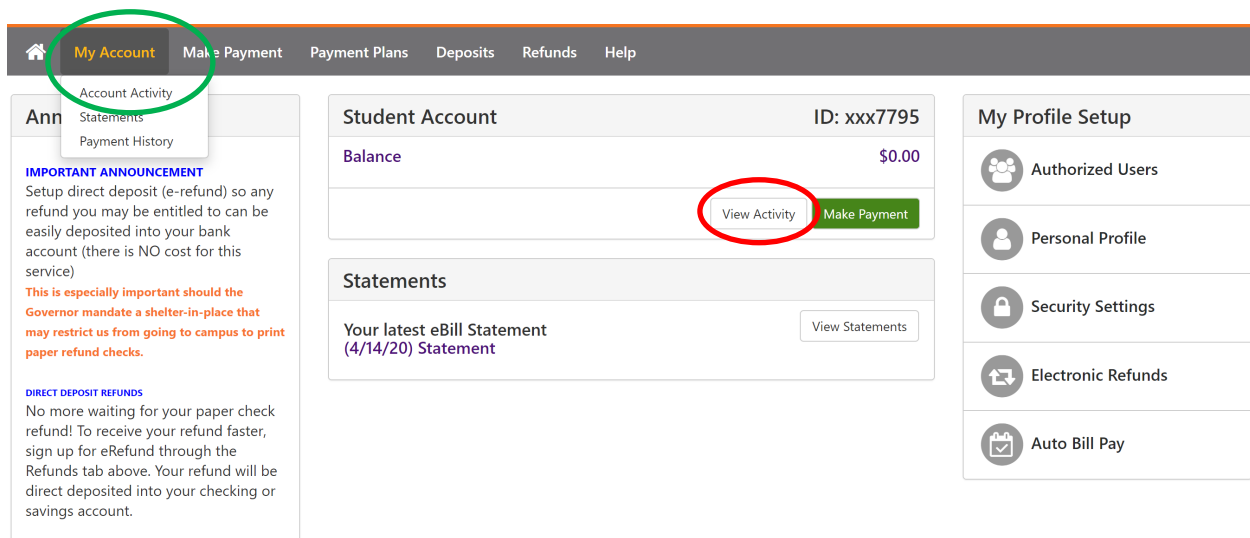
3. Located in the menu bar, click on “Student Accounts”.



4. Click on the “Click Here” link to access TouchNet.



5. Complete required Multi-Factor Authentication (MFA) steps. If this is your first time logging in, you will need to choose a Multi-Factor Authentication option to receive codes to login. Click [here](#) for a how-to guide on setting up and using the MFA.
6. You can click the “My Account” button. Then click on “**View Activity**” button underneath your balance. You can also access your Account Activity by selecting **My Account** in the upper left-hand corner of the screen, and then select **Account Activity**. *Please familiarize yourself with the different options in this system*



Important note: Do not rely on the home page of Touchnet to understand your account. This screen does not provide the level of detail needed to fully understand your account.

7. Once in your “**Account Activity**” page, you will be able to view your balance(s) by semester. Click on your current semester to view an itemized list of charges and payments.

[Home](#) [My Account](#) [Make Payment](#) [Payment Plans](#) [Deposits](#) [Refunds](#) [Help](#) [My Profile](#)

Account Activity

[Expand All](#) [Print](#) [Excel](#) [PDF](#)

Filter activity by Full account activity [View Activity](#)

Student Account Balance		\$0.00
➤ Spring 2020		\$0.00
➤ Fall 2019		\$0.00
➤ Spring 2019		\$0.00
➤ Fall 2018		\$0.00

8. Once you click on a semester, your account activity will be broken down listing every charge, payment, refund, credit and reversal. Please note, we have recently changed this view to group like items together. However, you can review the individual transactions by clicking the black arrow. The default view will show the newest activity at the top while the older dates will be listed below.

Student Account Balance \$0.00

Summer 2021 \$0.00

[Print](#) [Excel](#) [PDF](#)

Account Activity

Search:

Description	Code	Date	Due Date	Amount
➤ Pay Plan Enrollment Fee	400000002130	5/6/21		\$0.00
➤ Past Due Pay Plan Enroll Fee	400000002135	4/29/21		\$0.00
➤ Tuition Cont & Prof Studies-IS	330000000300	2/22/21		\$0.00
➤ Cont & Prof Fees Summer-IS	450000000315	2/22/21		\$0.00
➤ UGRD Records Fee	400000000900	2/22/21		\$0.00
Term Balance:				\$0.00
Term Balance Including Estimated Aid:				\$0.00

Students can change that view by clicking the black arrow next to the item in the description column.

Student Account Balance

\$0.00

Summer 2021

Print

Excel

PDF

Account Activity

Description ↑↓	Code ↑↓	Date ↑↓	
➤ Pay Plan Enrollment Fee	400000002130	5/6/21	
➤ Past Due Pay Plan Enroll Fee	400000002135	4/29/21	\$0.00
▼ Tuition Cont & Prof Studies-IS	330000000300	2/22/21	\$0.00
Tuition Cont & Prof Studies-IS	330000000300	2/22/21	2/22/21
Tuition Cont & Prof Studies-IS	330000000300	2/17/21	4/29/21
➤ Cont & Prof Fees Summer-IS	450000000315	2/22/21	\$0.00
➤ UGRD Records Fee	400000000900	2/22/21	\$0.00
Term Balance:			\$0.00
Term Balance Including Estimated Aid:			\$0.00

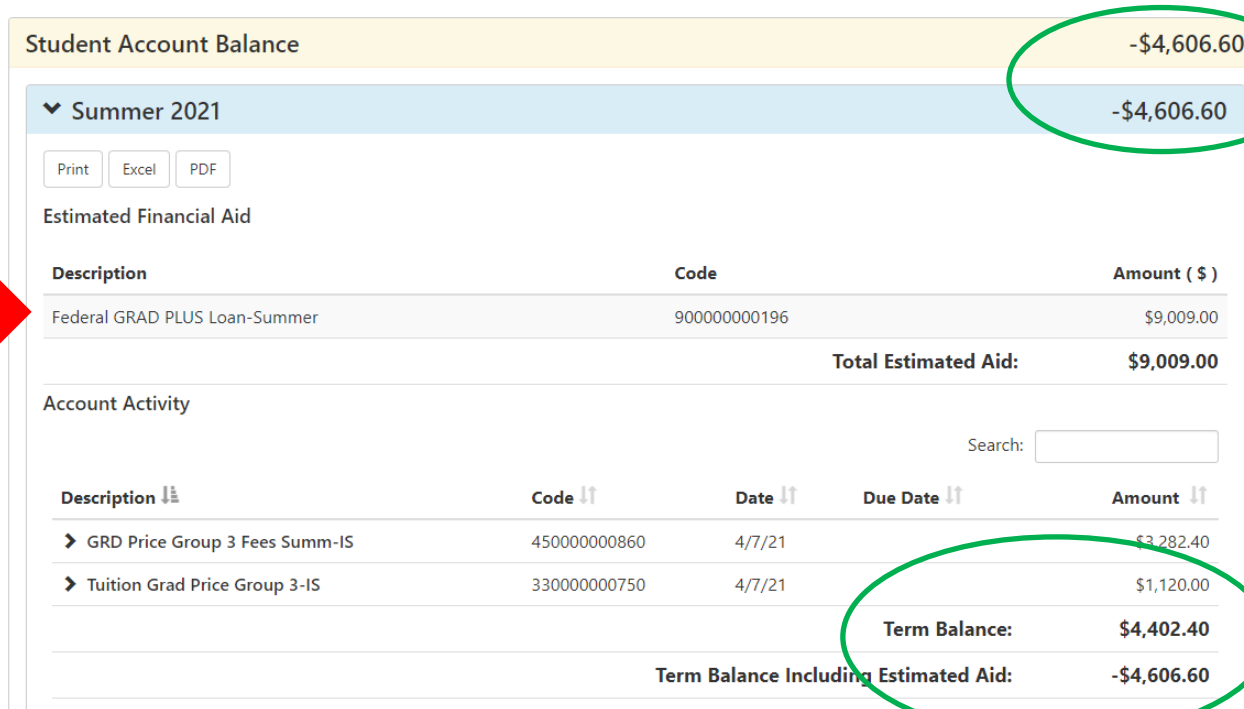
Please note, like items are not grouped together, however you can open the item to see individual transactions with their respective dates.

Please note, like items are now grouped together, however you can open the item to see individual transactions with their respective dates.

9. If you have pending Financial Aid, that will display at the top of the account activity screen as **Anticipated Aid**. That aid amount will be reduced from your semester's overall balance before we receive it from its source (eg federal government). Once the funds are received, you will see them listed in the activity in date order.

Student Account Balance		-\$4,606.60
▼ Summer 2021		-\$4,606.60
Print	Excel	PDF
Estimated Financial Aid		
Description	Code	Amount (\$)
Federal GRAD PLUS Loan-Summer	900000000196	\$9,009.00
Total Estimated Aid:		\$9,009.00

10. Below is an example of a bill with example figures. (Please note, these numbers are not what you will see on your bill. These figures are examples only.) Here, the student has a Graduate Plus Loan to cover their balance. Their loan is for 9009.00. You can see your financial aid reduced from your semester charges by looking at the top or the bottom of your account activity (**Green circle**). There you will see a positive or negative number indicating that you either owe money or that money is owed to you in the form of a refund. In this example, the student will see a negative 4606.60, indicating the student will have a credit once the aid disburses. Refunds aren't processed until after disbursement, which usually occurs after add/drop and throughout the semester.



The screenshot shows a 'Student Account Balance' page. At the top, the balance is -\$4,606.60, circled in green. Below this, a section for 'Summer 2021' also shows -\$4,606.60, also circled in green. A table of 'Estimated Financial Aid' shows a 'Federal GRAD PLUS Loan-Summer' for \$9,009.00. Below this, the 'Account Activity' table lists charges: 'GRD Price Group 3 Fees Summ-IS' for \$3,282.40 and 'Tuition Grad Price Group 3-IS' for \$1,120.00. At the bottom, the 'Term Balance' is \$4,402.40, and the 'Term Balance Including Estimated Aid' is -\$4,606.60, both circled in green. Two red arrows point to the 'Federal GRAD PLUS Loan-Summer' row and the 'Term Balance Including Estimated Aid' row.

Student Account Balance				-\$4,606.60
▼ Summer 2021				-\$4,606.60
Print Excel PDF				
Estimated Financial Aid				
Description	Code	Amount (\$)		
Federal GRAD PLUS Loan-Summer	900000000196	\$9,009.00		
Total Estimated Aid:				\$9,009.00
Account Activity				
Search: <input type="text"/>				
Description	Code	Date	Due Date	Amount
▶ GRD Price Group 3 Fees Summ-IS	4500000000860	4/7/21		\$3,282.40
▶ Tuition Grad Price Group 3-IS	3300000000750	4/7/21		\$1,120.00
Term Balance:				\$4,402.40
Term Balance Including Estimated Aid:				-\$4,606.60

11. A positive number indicated where it says Term Balance Including Estimate Aid means you owe money. Instead, a negative number

(Example: -\$100.00) means you **DO NOT** owe money and you will get a refund.

Important Note: If your payments, credits, and financial aid funds are larger than your term charges, you are eligible for a refund. If you are using a loan(s) to pay your balance and you are eligible for a refund, you may want to consider reducing the amount of loan in order to reduce your overall loan debt.

12. It is critical that you monitor your account activity regularly. If you have a question you may contact the Student Navigation Center. Student Navigation Center email: navcenter@salemstate.edu,

Key Terms

Anticipated Aid – This is financial aid that a student is entitled to but the money has not yet disbursed to the university.

Charge – A cost applied to a student's account that must be paid. This will be reflected in the form of a positive number.

Credit – Amount of money applied to the account in the form of a credit. This is shown in the form of a negative number. **Example:** When a student waives the school sponsored health insurance, there will be a credit posted to the account for the exact amount of the charge, thereby offsetting the original charge.

Disbursement – This is when a student's financial aid is paid to the university.

Negative – This is an amount of money that is being credited to the account. It can be in the form of waivers (health insurance), or refunds.

Positive – This is an amount of money that is owed to the school.

Refund – This is the term for money that is owed to a student. This will be reflected in the term activity in the form of a negative number until it is paid. Once it is paid it will show in account activity in the form of a credit with a negative number next to the amount of money.

Reversal – This is exactly what it sounds like, a reversal of a charge. It will show as a negative number. **Example:** If you add a class and then drop it the next day you would see the charges (Positive), then the reversal (Negative) the next day.