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 Name and 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. Bursar’s Office, Financial Aid office, Student Accounting Office at KUMC, etc.
In the drill down box are navigation addresses to data that students see by tabs in Account Management. Highlight the data 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 Registrar’s Ferpa indicator does not come to this “Service Indicators” location but is shown at the top of the panel. ***
The Detail of the Service Indicator shows as in the snapshot below:

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, look for the yellow button of “Cancel”.

The link in “Payment Plans”, “Approved Sponsorships/Deferrals”, brings up the Third Party and Deferment contracts for this student.