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>
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<th>Step</th>
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| 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.   | ![Account Inquiry](image)  
  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 ▼ 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 for 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.

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**End of Procedure.**