

Guardian Access

Guardian Access functionality enables your student to grant you, the parent or guardian (or other selected individuals), viewing access to your student's financial data (e.g. charges, payments, 1098T), as well as provide you with the ability to make online payments on behalf of your student.

Your student has the direct authority to grant, as well as revoke, access to their financial information. This new functionality will provide your student a way in which to bring you “into the loop” with regard to financial planning and paying charges.

Your Student: How It Works

Your student will sign in to LOUIE, to the Student Center, as they do normally. The Guardian Access link will be located in the url/resource pagelet bar:

LOUIE Student Center
Jane's Student Center

Academics

Enrollment
[My Class Schedule](#)
[Add a Class](#)
[Drop a Class](#)

Academic History
[Grades](#)
[Degree Progress](#)

Deadlines **URL** **Address**

This Week's Schedule

	CTE 692-801 LEC (10005) Online	Asynchronous Online Meeting
--	--------------------------------------	--------------------------------

weekly schedule ▶

other academic... ▶▶

Finances

My Account
[Account Inquiry](#)
[View Invoices](#)
[View Direct Deposit Refunds](#)
[Direct Deposit](#)
[1098T Forms](#)

Financial Aid
[View Financial Aid](#)
[Accept/Decline Awards](#)
[Federal Work Study Eligibility](#)

Account Summary
You owe 764.00.
▪ Due Now 125.60
▪ Future Due 638.40
Currency used is US Dollar.
make a payment ▶

other financial... ▶▶

Personal Information

Demographic Data
[Emergency Contact](#)
[Names](#)

Contact Information
[Home/Permanent Address](#) [Mailing Address](#)
P O Box 4286 Kayenta, AZ 86033 PO Box 4286 Kayenta, AZ 86033

other personal... ▶▶

SEARCH FOR CLASSES

Holds
No Holds.

To Do List
FinAid Certification Statement
details ▶

Enrollment Dates
[Open Enrollment Dates](#)

Advisor
Program Advisor
Distance Centralized Advising
details ▶

Health and Meal Plans
[Purchase Health Plan/Insurance](#)
[Purchase Meal Plan](#)

Resources
[Advising Contacts](#)
[NAU Bookstore](#)
[Vista Web Course Management](#)

LOUIE - Other Services
[Administer Guardian Access](#)
[Who to Contact for LOUIE Help](#)

SEARCH FOR CLASSES

Holds
No Holds.

To Do List
No To Do's.

Enrollment Dates
[Open Enrollment Dates](#)

Advisor
Program Advisor
Distance Centralized Advising2
details ▶

Fronske Plans
[Purchase Health Plan/Insurance](#)

Resources
[Advising Contacts](#)
[NAU Bookstore](#)
[Vista Web Course Management](#)

LOUIE - Other Services
[Administer Guardian Access](#)
[who to Contact for LOUIE Help](#)

Guardian Access Agreement

By creating this Guardian Access account, you are allowing the specified individual(s) access to your financial accounts data, including:

Charges on your account from any and all departments, including, but not limited to:

- Residence Life
- Parking (detail includes: parking permit, etc.)
- Fronske and Counseling Services Center (charges for all services will be labeled "Campus Health Services"; insurance charges are descriptive by plan type (e.g. Fronske Gold Plan))
- College/department charges (e.g. Chemistry, Library, lab printing fees)
- Program Fees: Physical Therapy program, MBA, Dental Hygiene, PIE, etc.
- Study Abroad
- NAU Card
- Meal Plan
- Athletics and Recreation Center
- Graduation Fees
- Transcript Fees
- Mountain Campus Express Card
- Financial Aid Adjustments
- Pending Financial Aid
- Payment Plan
- Emergency Loan (loan amount and fees)
- Late fees, interest fees, and collection fees
- Fines (Parking, Conduct, etc.)

Payments made to your account by all methods, including:

- Credit card
- E-Check
- Cash
- Electronic payments
- Financial Aid

Available Financial Aid (as seen on Student Invoices)

Pending Financial Aid (as seen on the Account Inquiry screen)

1098T information (tuition tax form)

Historical data of all of the above

The ability to make payments toward charges on your account.

The ability to select the "mail my invoices" option to receive paper-copy invoices (system will look for and select valid addresses in this order: Billing, Preferred, Campus, Home)

The following pages will allow you to grant up to three individuals the above access.

Please acquaint yourself with an understanding of what it means to grant another individual Guardian Access privileges, and be cautious to whom you grant said privileges. You, the student, are in control of who you allow entrance into the Guardian Access system and their subsequent access to your personal student data. Treat all of your personal student data and information through the Guardian Access system with the utmost care. Inappropriate or unwise access decisions can lead to possible identity theft and loss of personal and student data. Please note that the university does not assume any risk or responsibility for information delivered to an address you have provided, an email you have forwarded, or by misuse of your information by those individuals to whom you granted access privileges.

I DECLINE

I AGREE

Your student will review, and must agree to, the access list provided for them. This list explains in detail what access will be provided via the Guardian Access system.

Please Note: This acknowledgment and agreement of Guardian Access (list items) in no way overrides FERPA regulations; it will not grant a guardian/parent right of access, or access itself, to any information by any method (e.g. phone, writing, etc.) other than what is being expressly granted via the Guardian Access system, by the student's authorization and agreement (as shown here).

When your student completes the Guardian Access account creation, an email is sent to their NAU email account with your Guardian Access UserID and the link to your sign-in homepage.

Your student is responsible for creating and communicating your first password to you; for your student's privacy, we do not store the password in a retrievable format.

Your Guardian Access UserID is system generated and will be your student's NAU UserID, followed by an underscore and numerical sequencing (beginning with 1 and incrementing by 1 for each Guardian Access account created)

Your New Guardian Access Account: How It Works

Once you receive the necessary Guardian Access information from your student (Guardian Access sign-in page link, the Guardian Access UserID and your user password), you're ready to utilize Guardian Access! The link to the Guardian Access sign-in page (www.nau.edu/guardianaccess) can be found on the NAU Index (under "G" for Guardian Access) as well as on the Office of Parent Services website.

The screenshot shows the Northern Arizona University Guardian Access sign-in page. At the top is the NAU logo and name. Below it is the heading "Authentication Required" with a callout box labeled "1". The text below states: "By using this service you agree to adhere to the [NAU computing policies and guidelines](#). Please type your Guardian Access UserID and password and click the "Sign In" button to continue." The "Sign In" button and the link are circled in red. Below this is a sign-in form with fields for "User ID:" and "Password:", and a "Sign In" button. A callout box labeled "5" points to the "Sign In" button. Below the form are three sections: "Need a UserID?", "Forget Your Password or Password Expired (account is locked)?", and "System Unavailable?". At the bottom is a dark green navigation bar with three links: "Home" (callout "2"), "Parent Services" (callout "3"), and "Privacy" (callout "4"). All callouts are in red boxes.

Authentication Required

1

By using this service you agree to adhere to the [NAU computing policies and guidelines](#). Please type your Guardian Access UserID and password and click the "Sign In" button to continue.

User ID:

Password:

5

Sign In

Need a UserID?
Please contact your student to set up an account for you.

Forget Your Password or Password Expired (account is locked)?
Contact your student to reset your password for you.

System Unavailable?
NAU conducts weekly maintenance on the LOUIE system. Typically, this is a 4-hour window on Sunday mornings, however with larger maintenance projects this window may extend until 4 pm.

2 [Home](#)

3 [Parent Services](#)

4 [Privacy](#)

1

Access Your . . .

- [Email Account Manager](#)
- [LOUIE](#)
- [MyNAU](#)

Info For . . .

- [New Faculty & Staff](#)
- [Students](#) >>
- [Faculty](#) >>
- [Staff](#) >>
- [Retirees](#)
- [Contacting ITS](#)

Info About . . .

- [Computing Problems](#) >>
- [Information Security](#)
- [Getting Connected](#) >>
- [Jobs](#)
- [Passwords](#)
- [Policies](#)
- [Server Hosting](#)
- [Software](#) >>
- [Telephones](#)
- [Training](#)
- [Virus/Spyware/Hoax](#)

Our Info . . .

- [Vision Statement](#)
- [Strategic Plan](#)
- [Organizational Chart](#)
- [ITS Employee Services](#)
- [Environmental Monitors](#)

Policies

- [Email Usage Policy](#)
- [Faculty and Staff Computer Support Policies](#)
- [FERPA Data Management and Data Security Policy](#)
- [Mobile Phone Policy](#)
- [Network Acceptable Use Policy for Faculty and Staff](#)
- [Network Acceptable Use Policy for Students](#)
- [Security Policies](#)

Email Usage Policy

[Top](#)

Effective: July 2, 2002
Updated:

As technologies become more sophisticated and accessible, Northern Arizona University believes that it is important to provide services using the most efficient means possible for its students and employees. Toward that end, email is considered an official method for communication at Northern Arizona University for its students and employees because it delivers information in a convenient, timely, cost effective, and environmentally aware manner. Email communication represents a method to provide a centralized communication management point for multiple locations around the state. To provide the same communication service without a centralized mail processing area (using regular mail) would present many unique logistical problems including mail printing, inventory control of mail materials, increased mail costs due to small volume mailings, and the processing of returned mail in a consistent manner. Not only is email a more efficient and effective communication medium, it also represents a more student and employee friendly service as it provides more immediate response time.

The complete policy:

- [PDF](#)
- [DOC](#)

Faculty and Staff Computer Support Policies

[Top](#)

Effective: February 1, 2002
Updated:

Information Technology Services implemented a support policy that pertains to services it provides for computer equipment. This includes: Full Support Policy, Computer Systems, Handheld Systems, Personal Computers, Printers, and Software.

The complete policies:
[Computer Support Policies](#)

FERPA Data Management and Data Security Policy

[Top](#)

Effective: January 21, 2003
Updated:

This policy establishes the Family Education Rights and Privacy Act of 1974 (FERPA) for the management, use, and security of institutional data that exists within the NAU reporting environments including, but not limited to, the Data Warehouse, Operational Data Stores, Data Marts, and the PeopleSoft Transactional Systems.

The complete policy:
[PDF](#)

Mobile Phone Policy

[Top](#)

Effective: May 1, 2005
Updated:

Northern Arizona University has a new Mobile Phone Policy which addresses the question of personal use of university mobile phones. This policy aims to better serve the needs of this legitimate communication method for some job positions including faculty, staff and administration. The policy addresses the question of personal use of university mobile phones.

The complete policy:

- [PDF](#)
- [DOC](#)

For more information:
[Mobile Phone Policy Introduction](#)

This page consists of several pages/links having to do with NAU's computing policy guidelines.

Network Acceptable Use Policy for Faculty and Staff

[Top](#)

Effective: January 10, 2006
Updated:

Access to Northern Arizona University computing and network resources is a privilege which imposes certain responsibilities and obligations and which is granted subject to university policies and codes, and local, state and federal laws. All users of these shared resources must act responsibly and comply with specific policies and guidelines governing their use. The purpose of this policy is to promote the efficient, ethical and lawful use of Northern Arizona University's computer and network resources.

The complete policy:

- [PDF](#)
- [DOC](#)

Network Acceptable Use Policy for Students

[Top](#)

Effective: June 30, 1998
Updated: May 31, 2005

The NAU network is neither a public forum, nor a limited public forum. Its use is restricted to purposes consistent with the [mission](#) of Northern Arizona University.

Access to the NAU computer and network systems is limited to current Northern Arizona University students, faculty, and staff who access these resources for legitimate research, teaching, professional service or other academic endeavors whose use complies with these and other policies of the University. Misuse of computer or network privileges will result in the loss of access, and could result in student discipline under the [Code of Conduct](#) and criminal or civil prosecution under federal and Arizona law.

The complete policy:

- [HTML](#)
- [PDF](#)

Security Policies

[Top](#)

Effective: June 2005
Updated: June 2009

Northern Arizona University is committed to preserving the availability, confidentiality, and integrity of its information resources while also preserving and nurturing the open, information-sharing requirements of its academic culture. The University must protect its information assets, provide for the integrity of institutional processes and records, and comply with state and federal regulations.

[Security policies and guidelines](#)

NORTHERN ARIZONA UNIVERSITY

ADMISSIONS ACADEMICS RESEARCH DISTANCE LEARNING ATHLETICS ABOUT NAU

[FUTURE STUDENTS](#)
[CURRENT STUDENTS](#)
[PARENTS](#)
[FACULTY & STAFF](#)
[ALUMNI](#)
[GIVE TO NAU](#)
[VISITORS](#)

Flagstaff ranks 9th in Kiplinger's Best Cities list

NAU INDEX | [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

APPLY ONLINE

WHAT'S HAPPENING?

- [View budget updates](#)
- [NAU's Native roots grow deeper with donation](#)
- [Student leaders help ease transition at orientation](#)
- [Summer session numbers up](#)

[More News >](#)

UPCOMING EVENTS

SEARCH | ASK US | FAQ | SITE MAP | PRIVACY | TEXT ONLY | ACCESSIBILITY

EMAIL THIS PAGE

Your Guardian Access sign-on homepage will be listed in NAU's main index (under "G" for Guardian Access).

The Office of Parent Services has a link to your Guardian Access sign-in page, as well as a Guardian Access tutorial.

NORTHERN ARIZONA UNIVERSITY Student Life

ADMISSIONS ACADEMICS RESEARCH EXTENDED CAMPUSES ATHLETICS ABOUT NAU

[Home](#)
[Our Mission](#)
[Events](#)
[Family Weekend](#)
[Parent and Family Handbook](#)
[Backpack Newsletter](#)
[Discounts](#)
[Merchandise](#)
[Volunteer](#)


[FAQs](#)
[Office of Undergraduate Admissions and Orientation](#)
[Welcome Week](#)

[Parent and Family Services](#)
 Whether you are the parent or a family member of an in-state, out-of-state, or an international student, you are now part of the NAU community. We are proud to partner with you to ensure your student's success at Northern Arizona University!
 We look forward to meeting you at one of our many events. We invite you to explore this website and take advantage of all the resources available to you.
 If you have further questions please contact Dianna Van Sanford, Parent and Family Programs Coordinator at ParentandFamilyServices@nau.edu or 928-523-6267.

CONTACT US
Parent and Family Services
 Student Union, # 30
 Room 105
 PO Box: 6015
 Flagstaff, AZ 86011-6015
 928-523-6267
 Fax: 928-523-1425
ParentandFamilyServices@nau.edu

Quicklinks Go

Questions?
 Ask us - click here

 **FERPA**
 What you & your parents need to know

Suggested Reading for Parents

Important Dates for 2009/2010

Student Care Packages

Guardian Access Tutorial

Guardian Link

YOU'RE THE CHEF!
 Recipes from Home
 You submitted the recipes... Campus Dining made them for your students.

Sour Cream Enchiladas
 Ingredients:
 1 lb. shredded colby jack cheese
 1 bunch green onions, sliced
 1 can diced green chiles, heat
 1 can cream of chicken soup
 2 c. sour cream
 8 fljto sized flour tortillas
 Mix sour cream, chiles, and soup. Spread half the mixture in the bottom of an oblong baking dish. In each tortilla, put some of the onion and cheese. Place tortillas folded side down in the baking dish. Spread the remaining sour cream mixture over the tortillas. Sprinkle the remaining onion and cheese. Bake at 300 degrees until the mixture bubbles (about 30-40 minutes). Let rest 5 minutes before serving. (Serves 4)
 Submitted by: Wendy Sticky

To see more recipes from home, click here.

The Web Privacy Statement page gives you valuable information about NAU's web privacy regulations and policies

WEB PRIVACY STATEMENT

NAU provides online information and services to students, employees and the public to supplement services provided on campus. This privacy statement provides information about privacy, confidentiality and related policies for individuals who use our websites and online services. Individual websites may provide additional information about privacy. Additional information about the use of computing and communications systems at NAU is available at http://www.nau.edu/stc/policies/student_aup.htm for students, and for employees at <http://www.nau.edu/its/policies/#networkuse>. The NAU website contains links to external websites. NAU is not responsible for the privacy practices or policies of those sites not hosted on official NAU servers.

INFORMATION COLLECTED BY NAU

In addition to information actively provided by individuals using NAU websites, the NAU web servers routinely record the following information each time the sites are used:

- Internet address of the computer being used
- Web pages requested
- Network software access
- Referring web page
- Browser used
- Date, time and duration of activity
- Accounts accessed; date and time of a password change
- Volume of data storage and transfers
- Server space used for e-mail.

NAU uses this information to monitor and preserve the functioning and integrity of the system.

In cases of suspected violations of NAU policies, especially unauthorized access to computing systems, the system administrator concerned may authorize detailed session logging. This may involve capturing and retaining a complete keystroke log of an entire session. In addition, a system administrator for the equipment involved may authorize limited searching of user files on individual or networked computers to gather evidence on a suspected violation. All system administrators are required to report such logging to their supervisors to assure proper university guidelines for system and network administration are being followed.

Cookies are short pieces of information used by web browsers to remember information provided by the user, such as passwords and preferences from past visits. Additional information on cookies is available at the Cookie Central web site at <http://www.cookiecentral.com>. Some NAU websites, such as the LOUIE online registration system, use cookies to store service information. Some NAU web-based services require cookies for access.

ALTERNATIVES TO WEBSITE TRANSACTIONS

NAU websites provide access to information and services for students, employees and members of the public. If you prefer not to provide any information to the university online, you may cancel the transaction and contact the administrative unit responsible for the service to learn about available options for conducting business in person, by mail or by telephone.

DISCLOSURE OF INFORMATION

NAU does not sell or distribute confidential information it collects online to individuals or entities not affiliated with the university, except in the very limited circumstances described below. Non-confidential information may be sold or distributed pursuant to Arizona Public Records law.

University and Arizona Board of Regents policies protect the confidentiality of student educational records and personnel information. These policies, summarized below, explain what information may be shared with the public or anyone who requests it. They also explain what information is protected as confidential; confidential information will not be disclosed without the consent of the student or employee, except under subpoena or court order or in case of an emergency.

STUDENT RECORDS

Student records are protected by the federal Family Educational Rights and Privacy Act (FERPA), Arizona law, and university policy. Information about student access to education records and protection of education records is available at <http://home.nau.edu/enrollmentservices/ferpa.asp>. This policy also provides information on a student's right to limit access to otherwise public directory information. Chat rooms, forums, message boards, and news groups. NAU may retain logs and copies of chat room sessions for various courses. Normal, non-class news group postings or other forums are operated without archives but are subject to the backup policies on the machine hosting the service. Some class materials are treated as confidential educational records. Other class materials are available to the public in general (many course syllabi and most usenet news course discussions, for example).

EMPLOYEE RECORDS

Employee records are controlled by Arizona Board of Regents policy 6-912 and by NAU Personnel policy 4.11, which is contained in the Personnel Policy Manual: http://hr.nau.edu/m/images/stories/docs/policy_manual.pdf.

PUBLIC RECORDS LAW

Under the Arizona Public Records Law, NAU may be required to provide information in university records to a third party. Commercial users may purchase public record information, such as non-confidential lists of students and employees. Confidential information protected by FERPA, other state laws or Board policy will not be disclosed in response to a public records request.

CONTRACTORS

From time to time, individuals or companies under contract with the university may have access to confidential information in the course of the service they provide to the university, but those entities are not permitted to use or re-disclose that information for unauthorized purposes. No other entities are authorized to collect information through NAU's sites.

SECURITY

Although every effort is made to secure network communications, NAU cannot ensure the privacy of online communications. Individuals using online services should also take steps to protect personal information, such as closing the web browser when finished using the site. Failure to do so may result in personal information being viewed by someone else using the same computer. In general, using a browser in a public area (such as a CyberCafe) may leave history and cache files on the machine that others can abuse.

NAU accepts credit card payments online for a variety of goods and services. Unless otherwise noted on the site, all university credit card transactions are encrypted. Confidential information entered to complete a transaction will not be used by NAU for any other purpose unless the purpose is described on the site.

Under NAU policy, university-owned computers and equipment may be examined by authorized individuals to detect illegal software and to evaluate the security of the network. Personal computers connected to NAU's network are also subject to NAU's campus acceptable use policies.

If you have additional questions about online privacy or security, you can send an e-mail to the NAU Chief Information Technology Officer, Fred Estrella, at Fred.Estrella@nau.edu, you can phone Fred Estrella at 928-523-9998, or you can send an inquiry by mail to Chief Information Technology Officer, Northern Arizona University, PO Box 5100, Flagstaff, AZ, 86011-5100.



Authentication Required

By using this service you agree to adhere to the [NAU computing policies and guidelines](#). Please type your Guardian Access UserID and password and click the "Sign In" button to continue.

User ID:	<input type="text" value="srs285_9"/>
Password:	<input type="password" value="••••••••"/>
<input type="button" value="Sign In"/>	

UserID

Finally, when you are ready to begin the sign-in process....

If your Guardian UserID or password is incorrect, this error message will display

Authentication Required

By using this service you agree to adhere to the [NAU computing policies and guidelines](#). Please type your Guardian Access UserID and password and click the "Sign In" button to continue.

User ID:

Password:

You have entered an invalid Guardian UserID or password. Please try again. If you continue to experience this problem, please contact your student to confirm your UserID and password.

 **NORTHERN ARIZONA UNIVERSITY**

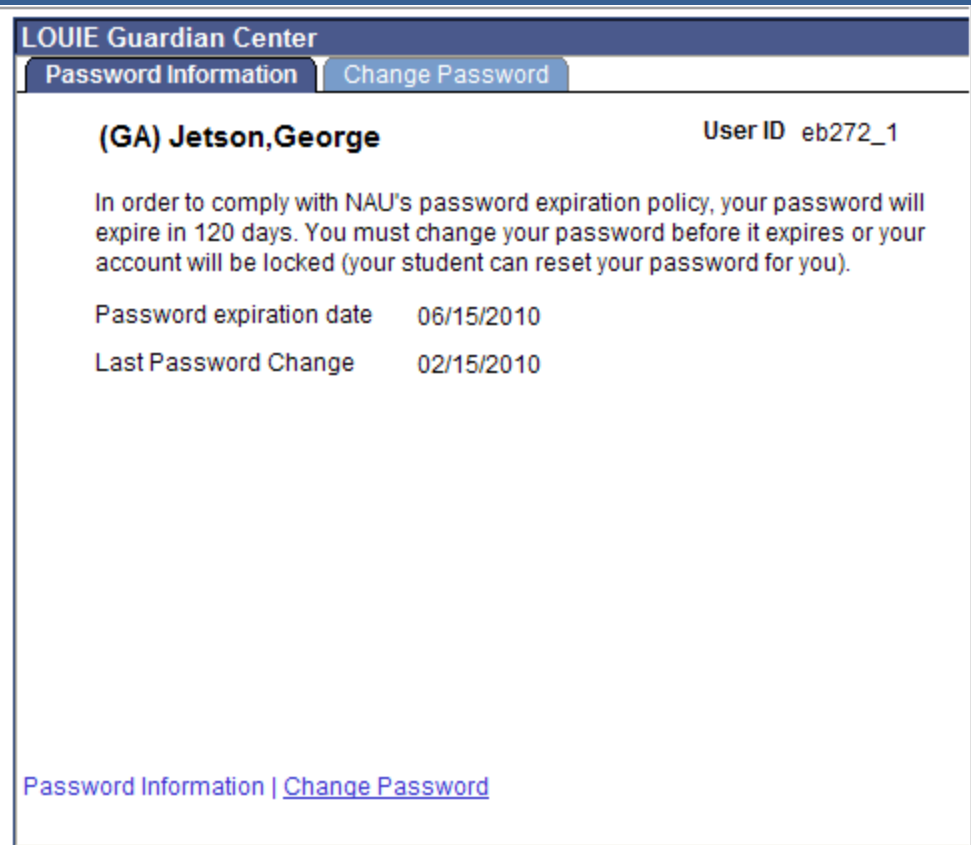
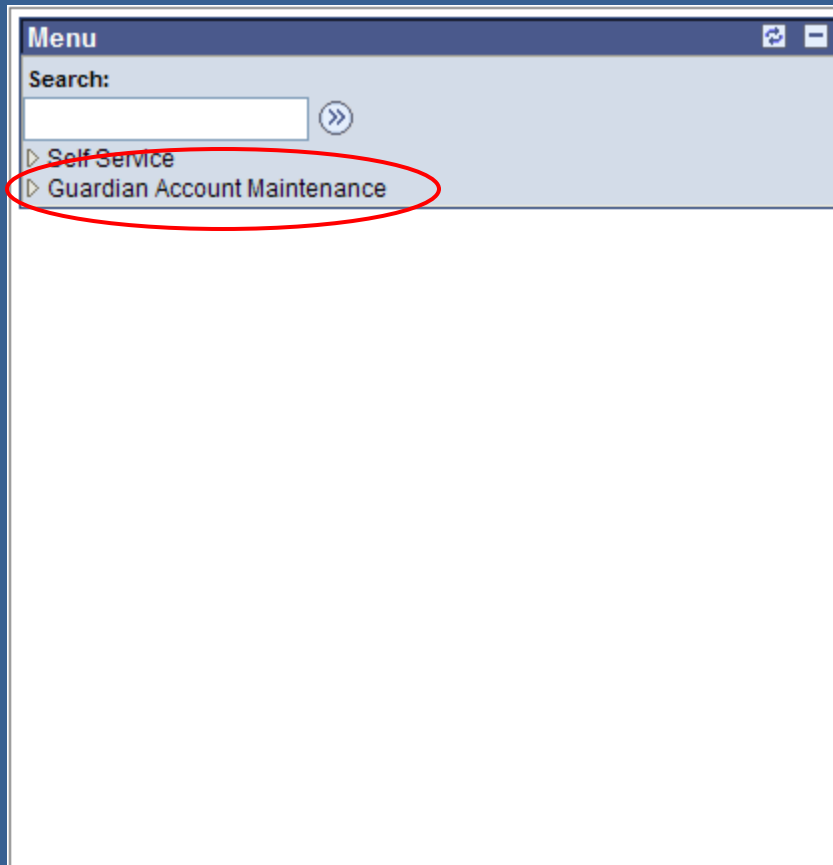
Lumberjack's On-line University Information Environment

Your connection to NAU's Guardian Access system has expired.
For increased security on this site, connections are expired after 120 minutes of inactivity.
You Guardian Access session has expired. Click the Return to Guardian Access link to sign in again.

[Return to Guardian Access](#)

If you do successfully sign in, but remain idle for 120 minutes, your session will "time out".

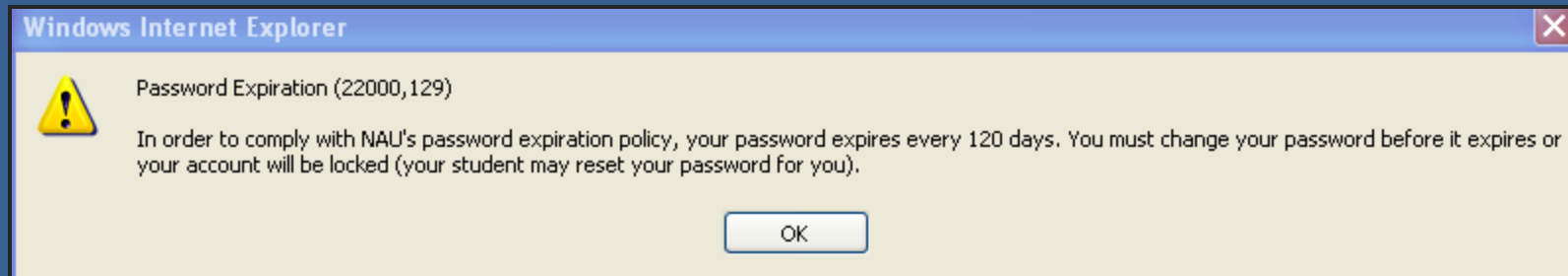
During system outages (typically occurring during our LOUIE PeopleSoft system "maintenance window"), you will receive the same system outage message that displays for students and staff: "The LOUIE (PeopleSoft) system is currently down for maintenance [time frame specified]. We apologize for any inconvenience...."



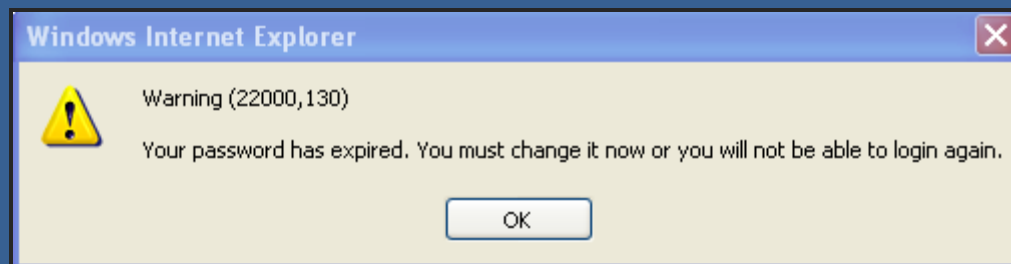
With a successful sign-in, you will be taken to your Guardian Access Account Maintenance page where your password information will be displayed.

Since passwords expire every 120 days, and you may not be accessing your account with a great deal of frequency, it may be helpful for you to see the expiration date upon entry to your Guardian Access account; this expiration reminder will help reduce instances of account “lock out”.

In addition, 10 days prior to your password expiration, upon sign-in, you will begin receiving this message:



If your password has expired (criteria being that the last password change is greater than 120 days *or* your student hasn't been enrolled in the last three consecutive fall/spring/fall or spring/fall/spring terms) you may see the message below. However, if your password expiration date is much greater than 120 days (for example, the 120 day cut-off passed in between sign-in/account usage occurrences), your account will be "locked" (the message displayed will be: Due to an expired password, your account has been locked. Contact your student to reset your password for you.) and your student will be required to reset your password.



Password Information | **Change Password**

(GA) Jetson, George User ID jg23_1

Password expiration date 06/15/2010
Last Password Change 02/15/2010

Password Requirements

Your password must meet the following minimum requirements:
Must be 7 or more characters in length.
Must have a minimum of 1 lower case character a-z.
Must have a minimum of 1 uppercase character A-Z.
Must have a minimum of one number (0-9) or one special character: ! @ # \$ % ^ & * () - _ = + \ [] { } ; : / ? . > < .
Must NOT contain a space.

Current Password
New Password
Confirm Password

[Change Password](#)

[Password Information](#) | [Change Password](#)

You will utilize the Change Password page if it is about time to change your password, or if, for security reasons, you'd like to change your password (which you may do at any time, and as many times as you feel necessary).

For your privacy, as well as your student's, strict password complexity rules must be adhered to. Also, as previously stated, NAU does not store your password in retrievable format. If you forget your password, your student must reset your password for you.

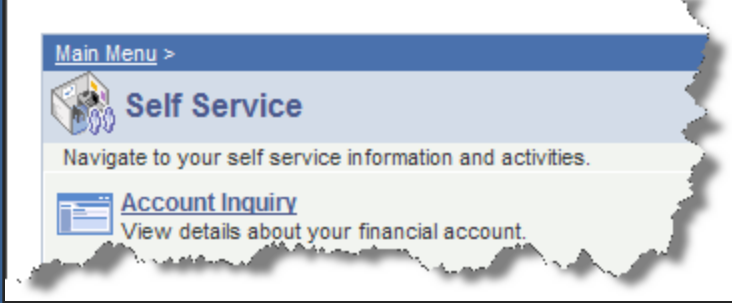
You may not use an immediately previous password (you will receive an error message)



The screenshot shows a web application interface. On the left, a 'Menu' sidebar contains a search bar and a list of options: 'Self Service', 'Campus Finances', 'Guardian Account', and 'Maintenance'. The 'Self Service' option is highlighted with a red circle. The main content area, titled 'Main Menu > Self Service', includes a sub-header 'Navigate to your self service information and activities.' Below this, there are four service tiles: 'Account Inquiry' (View details about your financial account.), 'Make a Payment' (Make a credit card or eCheck payment toward your account.), 'Student Invoice' (SF NAU Self Service View Student Invoices), and '1098T Form' (NAU SS 1098T Form).

Assuming that you have your password information squared away, you are now ready to begin using your account.

By selecting “Self Service” you will be taken to the menu items for which you have access.



Selection of the first link takes you to the following set of pages:

Selecting the "Charges Due" link takes you to the next page/tab.

"Pending Payments" reflects any self service electronic payments (made by either yourself or your student) that have not yet been posted. A pending payment status can occur when NAU experiences connectivity problems; this type of payment status *will not* reduce the remaining balance amount on this or the Make a Payment page.

Any pending (undisbursed) Financial aid will also display.

Make a Payment takes you to the Make a Payment page (shown in the next slide set)

Remittance address, when selected, displays the Office of the Bursar address.

A screenshot of a web application for 'Jane Jetson'. At the top right, there is a dropdown menu for 'Account Inquiry' with a double arrow icon. Below this are four tabs: 'summary', 'charges due', 'payments', and 'make a payment'. The 'charges due' tab is selected. The main content area is titled 'Account Summary'. It contains a box with the text 'You owe 764.00. For the breakdown, access [Charges Due](#)'. Below this is a list: 'Due Now 125.60' and 'Future Due 638.40'. A section titled 'What I Owe' contains a table with columns: 'Term', 'Outstanding Charges & Deposits', 'Pending Payments', 'Pending Financial Aid', and 'Total Due'. The table has two rows: 'Spring 2010' and 'Total'. Below the table, it says 'Currency used is US Dollar.' and there is a green 'MAKE A PAYMENT' button. At the bottom, there is a 'Remittance Addresses' section with a dropdown arrow. At the very bottom, there are navigation links for 'Summary', 'Charges Due', 'Payments', and 'Make a Payment', along with another 'Account Inquiry' dropdown menu and double arrow icon. Red arrows from the text on the left point to various elements: 'charges due' tab, 'Charges Due' link, 'Pending Payments' column, 'MAKE A PAYMENT' button, and 'Remittance Addresses' dropdown.

Jane Jetson

Account Inquiry

summary

charges due

payments

make a payment

Account Summary

You owe 764.00. For the breakdown, access [Charges Due](#)

- Due Now 125.60
- Future Due 638.40

What I Owe

Term	Outstanding Charges & Deposits	Pending Payments	Pending Financial Aid	Total Due
Spring 2010	764.00			764.00
Total	764.00			764.00

Currency used is US Dollar.

MAKE A PAYMENT

Remittance Addresses

Summary

[Charges Due](#)

[Payments](#)

[Make a Payment](#)

Account Inquiry

The "charges due" tab takes you to specific details of charges on the account. For explanation of tuition/fees charges, please visit: http://home.nau.edu/bursar/tuition_fee.asp

This view is the default view. You may refine your view of the charges by selecting to view by due date or term.

Details by Due Date Find | View All First 1-4 of 4 Last

Due Date	Charge	Term	Due Amount	Running Total
02/15/2010	Auto Pay Plan Tuit/Fees - Spr	Spring 2010	125.60	125.60
03/18/2010	Auto Pay Plan Tuit/Fees - Spr	Spring 2010	212.80	338.40
04/15/2010	Auto Pay Plan Tuit/Fees - Spr	Spring 2010	212.80	551.20
05/16/2010	Auto Pay Plan Tuit/Fees - Spr	Spring 2010	212.80	764.00

First 1-4 of 4 Last

View By Spring 2010 go

Details by Charge Find | View All First 1-6 of 6 Last

Charge	Due Date	Term	Amount
Auto Pay Plan Tuit/Fees - Spr	02/15/2010	Spring 2010	125.60
Auto Pay Plan Tuit/Fees - Spr	03/18/2010	Spring 2010	212.80
Auto Pay Plan Tuit/Fees - Spr	04/15/2010	Spring 2010	212.80
Auto Pay Plan Tuit/Fees - Spr	05/16/2010	Spring 2010	212.80
Total due for this view			764.00
Total due			764.00

First 1-6 of 6 Last

Charges Due

Following is a Running Totals summary by due date of the charges and deposits that you owe. Review either the Details by Due Date table or the Details by Charge table to see the specific charges.

Summary of Charges by Due Date Find | View All First 1-4 of 4 Last

Due Date	Due Amount	Running Total
02/15/2010	125.60	125.60
03/18/2010	212.80	338.40
04/15/2010	212.80	551.20
05/16/2010	212.80	764.00

First 1-4 of 4 Last

Currency used is US Dollar.

Details by Due Date

Currency used is US Dollar.

View By All Terms go

Details by Charge Find | View All First 1-6 of 6 Last

Charge	Due Date	Term	Amount
Auto Pay Plan Tuit/Fees - Spr	02/15/2010	Spring 2010	125.60
Auto Pay Plan Tuit/Fees - Spr	03/18/2010	Spring 2010	212.80
Auto Pay Plan Tuit/Fees - Spr	04/15/2010	Spring 2010	212.80
Auto Pay Plan Tuit/Fees - Spr	05/16/2010	Spring 2010	212.80
Total due for this view			764.00
Total due			764.00

First 1-6 of 6 Last

Currency used is US Dollar.

MAKE A PAYMENT

The next tab displays Payment History results which may be refined by using the date range selections.

Paid Amount links take you to a detailed view of charges paid by a particular payment.

Jane Jetson Account Inquiry

summary charges due payments make a payment

Payment History

From 08/15/2009 To 02/15/2010 go

Posted Payments		Find View All	First 1-3 of 3 Last
Date Paid	Payment Type	Paid Amount	
01/29/2010	Pay Cash Any Charge	400.00	
01/04/2010	Defer to Auto Payment Plan	1,064.00	
Total Posted Payments for this view		1,464.00	

First 1-3 of 3 Last

Currency used is US Dollar.

Pending Payments

You have no pending payments.

Summary [Charges Due](#) Payments [Make a Payment](#)

Account Inquiry

Northern Arizona University

Name: Jane Jetson

ID: 1234567

Payment History - Charges Paid by this Payment

01/29/2010 Pay Cash Any Charge

Payment Breakdown	Term	Applied Payment Amount
Payment Plan Svc Chg (AE/FA)	Spring 2010	100.00
Auto Pay Plan Tuitt/Fees - Spr	Spring 2010	212.80
Auto Pay Plan Tuitt/Fees - Spr	Spring 2010	87.20
Total Payment Amount		400.00

Menu

Search:

- Self Service
 - Campus Finances
 - Account Inquiry
 - Make a Payment**
 - Student Invoice
 - 1098T Form
- Guardian Account Maintenance

Jane Jetson

Account Inquiry

summary | charges due | payments | **make a payment**

Account Summary

You owe **764.00**. For the breakdown, access [Charges Due](#)

- Due Now 125.60
- Future Due 638.40

What I Owe				
Term	Outstanding Charges & Deposits	Pending Payments	Pending Financial Aid	Total Due
Spring 2010	764.00			764.00
Total	764.00			764.00

Currency used is US Dollar.

MAKE A PAYMENT

Remittance Addresses

Summary | [Charges Due](#) | [Payments](#) | [Make a Payment](#)

Account Inquiry

The fourth, and final, tab on the Account Inquiry component also has a separate page/link labeled Make a Payment.

summary charges due payments **make a payment**

Make a Payment

1 2 3 4 5

1. Welcome

If you wish to use multiple credit cards or bank accounts to pay off your balance, you will need to submit multiple transactions.

NAU accepts MasterCard, Discover, American Express, and EChecks. We do not accept Visa.

NAU uses JPMorgan Chase Pay Connexion to process electronic payments. To use this site, you will need Microsoft Internet Explorer version 6.0, 7.0, 8.0 or Firefox 3.0, 3.5 or Google Chrome 3.0.

Please disable the Pop-Up Blocker in your browser or allow pop-ups from nau.edu and payconnexion.com before proceeding with this transaction.

The first “Make a payment” page is for information only.

Please review the Instructions.

Click “Next” to continue.

Jane Jetson Account Inquiry »

[summary](#) [charges due](#) [payments](#) [make a payment](#)

Make a Payment 1 2 3 4 5

2. Payer Information

You may specify your payment amount after providing your account information.

Enter Payer Details

First Name

Last Name

Please enter the name on the account you will be using for this payment.

[CANCEL](#) [PREVIOUS](#) [NEXT](#)

Enter the first and last name on the account (credit card or checking) of the person who will be making this payment.

Click “NEXT” to continue.

To pay the account in full, click the “pay charges” button. The totals for each charge, as well as the ‘grand total’, will (auto) populate.

Jane Jetson Account Inquiry

summary charges due payments make a payment

Make a Payment 1 2 3 4 5

3. Specify Payment Amount

Listed below are all charges on your account. Click "Pay Charges" to pay the entire amount. To pay individual charges, fill in each payment amount, then click "Calculate Grand Total". When paying individual charges, pay particular attention to the term and due date.

TITLE	Item Description	Due Date	Item Term	Outstanding Charges	Payment Amount
	Auto Pay Plan Tuit/Fees - Spr	02/15/2010	Spring 2010	125.60	
	Auto Pay Plan Tuit/Fees - Spr	05/16/2010	Spring 2010	212.80	
	Auto Pay Plan Tuit/Fees - Spr	04/15/2010	Spring 2010	212.80	
	Auto Pay Plan Tuit/Fees - Spr	03/18/2010	Spring 2010	212.80	
Total				764.00	

pay charges zero out amounts calculate grand total

Currency used is US Dollar.

Payment Summary		
Description	Outstanding Charges	Payment Amount
	764.00	0.00

Currency used is US Dollar.

CANCEL PREVIOUS NEXT

When you have completed selecting charges, click “Next” to continue.

TITLE	Item Description	Due Date	Item Term	Outstanding Charges	Payment Amount
	Auto Pay Plan Tuit/Fees - Spr	02/15/2010	Spring 2010	125.60	125.60
	Auto Pay Plan Tuit/Fees - Spr	05/16/2010	Spring 2010	212.80	212.80
	Auto Pay Plan Tuit/Fees - Spr	04/15/2010	Spring 2010	212.80	212.80
	Auto Pay Plan Tuit/Fees - Spr	03/18/2010	Spring 2010	212.80	212.80
Total				764.00	764.00

pay charges zero out amounts calculate grand total

To pay specific charges and amounts, enter the amounts of each charge, then select “calculate grand total” to populate/view the total.

TITLE	Item Description	Due Date	Item Term	Outstanding Charges	Payment Amount
	Auto Pay Plan Tuit/Fees - Spr	02/15/2010	Spring 2010	125.60	125.60
	Auto Pay Plan Tuit/Fees - Spr	05/16/2010	Spring 2010	212.80	
	Auto Pay Plan Tuit/Fees - Spr	04/15/2010	Spring 2010	212.80	212.80
	Auto Pay Plan Tuit/Fees - Spr	03/18/2010	Spring 2010	212.80	
Total				764.00	338.40

pay charges zero out amounts calculate grand total

Jane Jetson Account Inquiry »

[summary](#) [charges due](#) [payments](#) [make a payment](#)

Make a Payment 1 2 3 4 5

4. Confirm Amount

If the information below is accurate, click the NEXT button

Payment Summary		
Payment Amount	338.40	change payment amount
Currency used is US Dollar.		
First Name	George	change payment details
Last Name	Jetson	

[CANCEL](#) [PREVIOUS](#) [NEXT](#)

[Summary](#) [Charges Due](#) [Payments](#) [Make a Payment](#)

Account Inquiry »

Payment information is displayed for your review (with options to change payment amounts and/or payment details).

When you are satisfied with this information, select “Next” to be transferred to the PayConnexion website and complete the payment.

Once transferred to the JP Morgan Chase PayConnexion website, you will be able to select a payment type and complete the transaction.

Jane Jetson Account Inquiry »

[summary](#) [charges due](#) [payments](#) [make a payment](#)

Make a Payment 1 2 3 4 5

5. Transferring to Chase Pay Connexion

i Transferring to Chase Pay Connexion. (25000,42) If a new browser window does not open, make sure your Pop-up Blocker is turned off and then try again.

[MAKE ANOTHER PAYMENT](#)

This page will be displayed in LOUIE when you have selected NEXT on the previous screen. This page will remain open in your browser until you return from the PayConnexion web site.

Make Payment

Manage Accounts

Pending Payments

Payment History

Update Profile



Make a Payment - University Payments

Bold fields are required

A 1.25% convenience fee applies to card payments.

PAYMENT INFORMATION

Student Name: George Jetson

PAYMENT DETAILS

NAU Payment: \$338.40

Payment Amount:
\$338.40

Payment Date:
Feb-15-2010

PAYMENT METHOD

New Account:

eCheck

Credit/Debit Card



Card Number:

This payment may be assessed a convenience fee. The fee amount will display on the payment verification screen. You will have the opportunity to cancel this payment before the fee is charged.

Continue

Cancel

This is an illustration of the first payment page on the JP Morgan Chase PayConnexion website.

Help pages are available to assist you in completing transactions

Select a payment method

If paying by credit card, enter the credit card number

Select continue when done

Paying by echeck

Make a Payment - University Payments

Bold fields are required


PAYMENT INFORMATION

Payment Amount: **\$338.40** Payment Date: **Feb-15-2010**

NAU Payment: **\$338.40**

Student Name: **George Jetson**

ECHECK ACCOUNT INFORMATION

Routing Number:
 


Account Number:

Re-enter Account Number:

Account Type:
 Checking Savings

Account Category:
 Consumer Business

Enter the routing number and account number

Click the help icon  next to the routing number field for information about locating the routing number and account number.

Account type and Account Category are required.

When done, select **Continue**.

Not all routing numbers use a consistent format. If you are unsure about your routing number, consult with your bank to ensure accuracy of routing number and account number.

Contact Information

Bold fields are required

CONTACT INFORMATION

First Name:

Last Name:

Company Name:

Country:

Phone Number: - -

E-mail Address:

Address 1:

Address 2:

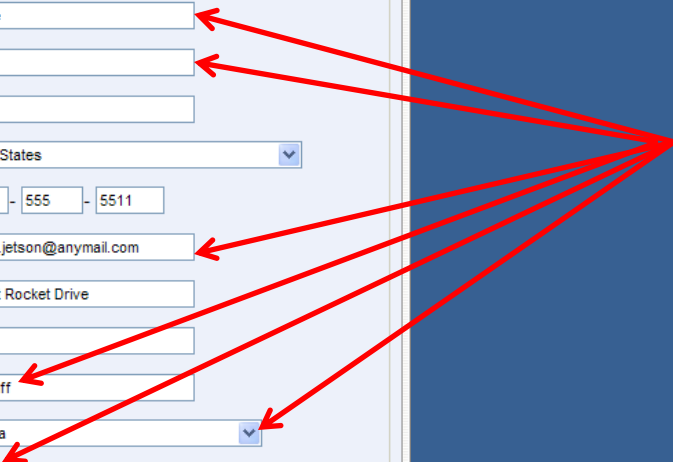
City:

State:

Zip Code: -

Paying by echeck

Required Information



Verify Payment - University Payments

Bold fields are required

For your own protection, review the details of your payment and enter your Student Birthdate as 'September081987' below before choosing **Confirm**.

Your Payment Detail

Payment Amount: **\$338.40**

Scheduled Payment Date: **Feb-15-2010**

NAU Payment: **\$338.40**

Student Name: **George Jetson**

Your Account Detail

Routing Number: **322172496**

Account Number: **XXXXXXXXXXXX9003**

Account Type: **Checking**

Account Category: **Consumer**

E-mail Address: **george.jetson@anymail.com**

Send me an email confirmation:

Enter Student Birthdate (example:
September011987):

Terms And Conditions

PLEASE READ AND APPROVE THE FOLLOWING AUTHORIZATION

By clicking "I Accept", I authorize [Billor] to electronically debit my bank account for the amount(s) and date set forth above. This authorization is valid for this transaction only.

If a convenience fee is added to the transaction, I understand that the convenience fee displayed will be included in the total payment amount.

In the event that an electronic check is returned unpaid, I authorize Northern Arizona University to post charges to my account equal to the amount of the original transaction as well as a check processing fee up to the maximum amount allowed by law.

PLEASE PRINT A COPY OF THIS AUTHORIZATION FOR YOUR RECORDS

I accept the Terms and Conditions:

Confirm

Cancel

Paying by echeck

Echeck payments require that you enter the student's birthdate using the format illustrated – *September081987*. The month must begin with a capital letter, be completely spelled out, followed by the day of the month as two characters and followed by a four digit year.

Acknowledge your acceptance of the terms and select **Confirm**

Make a Payment - University Payments

Bold fields are required

PAYMENT INFORMATION

Payment Amount: **\$338.40**

Payment Date: **Feb-15-2010**

NAU Payment: **\$338.40**

Student Name: **George Jetson**

CARD ACCOUNT INFORMATION

Card Number: **XXXXXXXXXXXXXXXX0008**

Cardholder Name:

Expiration Date: /

Card Billing Address:

Country:

Address 1:

Address 2:

City:

State:

Zip Code: -

This payment may be assessed a convenience fee. The fee amount will display on the payment verification screen. You will have the opportunity to cancel this payment before the fee is charged.

[Continue](#)

[Cancel](#)

PAYING BY CREDIT CARD

Required Information

Enter the required information and select **Continue**

Contact Information

Bold fields are required

CONTACT INFORMATION

First Name:

Last Name:

Company Name:

Country:

Phone Number: -

E-mail Address:

Use Billing Address as Contact Address
1 Rocket Lane
Flagstaff, AZ 86001
United States

Use New Contact Address Entered Below

Address 1:

Address 2:

City:

State:

Zip Code: -

[Continue](#)

[Cancel](#)

PAYING BY CREDIT CARD

Required Information

Enter required information,
change billing address if
necessary,
Select **Continue**

Verify Payment - University Payments

Bold fields are required

Please verify your payment, then choose **Confirm**.

Your Payment Detail

Payment Amount: **\$338.40**

Convenience Fee: **\$4.23**

Total Payment Amount: **\$342.63**

Scheduled Payment Date: **Feb-15-2010**

NAU Payment: **\$338.40**

Student Name: **George Jetson**

Your Account Detail

Cardholder Name: **George Jetson**

Credit Card or Debit Card Number: **XXXXXXXXXXXX0008**

Credit Card or Debit Card Type: **Master Card**

Your Credit/Debit Card Billing Address

Billing Street Address 1: **1 Rocket Lane**

Billing Street Address 2:

Billing City: **Flagstaff**

Billing State: **AZ**

Billing Zip Code: **86001**

Billing Country: **United States**

E-mail Address: **george.jetson@rocketmail.com**

Send me an email confirmation:

3 digit code on the signature strip
of your credit/debit card:

Confirm

Cancel

PAYING BY CREDIT CARD

This page displays the “Convenience Fee”, which is a service fee charged by the bank for paying by credit card. The service fee is 1.25%. Please be aware of this additional fee before submitting your payment.

Enter the security code from the back of your credit card and
Select Confirm

If you Edit or Delete your payment, your payment may be reversed and/or you will be responsible for NSF charges being posted to the NAU account.

Please keep a record of your Confirmation Number, or print this page for your records.

Confirmation Number: X61STP000001198

Confirmation Date (ET): Feb-15-2010 05:21:26 PM

Your Payment Detail

Payment Amount: \$338.40

Convenience Fee: \$4.23

Total Payment Amount: \$342.63

Scheduled Payment Date: Feb-15-2010

NAU Payment: \$338.40

Student Name: George Jetson

Your Account Detail

Cardholder Name: George Jetson

Credit Card or Debit Card Number: XXXXXXXXXXXXXXX0008

Credit Card or Debit Card Type: Master Card

Your Credit/Debit Card Billing Address

Billing Street Address 1: 1 Rocket Lane

Billing Street Address 2:

Billing City: Flagstaff

Billing State: AZ

Billing Zip Code: 86001

Billing Country: United States

E-mail Address: george.jetson@rocketmail.com

[Continue to Main Menu](#)

PAYING BY CREDIT CARD OR ECHECK

The detail on this page will be appropriate to the payment method.

It is very important that you print this page for your records and as a reference should you need to contact the Office of the Bursar about your payment.

Privacy

Customer Service

Help

Exit

Main Menu

Manage Accounts

Add, Edit and Delete your accounts.

Pending Payments

View, Edit and Delete your pending payments.

Payment History

View your payment history.

Update Profile

View your registration information.

PAYING BY CREDIT CARD OR ECHECK

Select **Exit**

When you have completed making a payment and selected **OK**, this page will appear.

It is advised that you return to the LOUIE page which should still be open in your browser and sign out of LOUIE. The payment should post to LOUIE within a few moments.

Thank you for visiting Chase Pay Connexion. If you made a payment, your LOUIE account should be updated shortly.

You may now [close](#) this window.

The pages that follow refer to additional Campus Finances pages that are available to assist you

Menu

Search:

- Self Service
 - Campus Finances
 - Account Inquiry
 - Make a Payment
 - Student Invoice
 - 1098T Form
 - Guardian Account Maintenance

Student Doe Account Inquiry

[summary](#) [charges due](#) [payments](#) [make a payment](#)

Account Summary

You owe 391.50. For the breakdown, access [Charges Due](#)

- Due Now 391.50
- Future Due 0.00

Term	Outstanding Charges & Deposits	Pending Payments	Pending Financial Aid	Total Due
Fall 2009	391.50	112.66		391.50
Spring 2010			5,822.00	
Total	391.50	112.66	5,822.00	391.50

Currency used is US Dollar. [MAKE A PAYMENT](#)

Remittance Addresses

Summary [Charges Due](#) [Payments](#) [Make a Payment](#)

Account Inquiry Account Inquiry

Menu
<ul style="list-style-type: none"> ▾ Campus Finances <ul style="list-style-type: none"> - Account Inquiry - Make a Payment - Student Invoice - 1098T Form
<ul style="list-style-type: none"> ▸ Guardian Account Maintenance

Archived Invoices

Doe, Jane Alexandria

I want future invoices mailed to me (checked = Yes)

If an invoice is not listed for a particular month then there was no activity for that month and an invoice was not printed.

Invoice Label	View Invoice
06-JUN-2008 June Billing Statement	View Invoice
02-JUL-2008 July Billing Statement	View Invoice
07-AUG-2008 August Billing Statement	View Invoice
07-OCT-2008 October Billing Statement	View Invoice
06-NOV-2008 November Billing Statement	View Invoice
24-NOV-2008 November Billing Statement	View Invoice
07-APR-2009 April Billing Statement	View Invoice
28-MAY-2009 May Billing Statement	View Invoice

The next link is to the Student Invoice, Archived Invoices page. This page will display past invoices for your student (this archive currently spans one year; with the creation of June, 2009 invoices the June, 2008 invoice will fall off the view). You will also have the option of requesting paper invoices (however, your student will still control the invoice/billing address, as is explained in their access agreement).

Clicking on the View Invoice link will display the invoice for the date specified.

- Menu
- ▼ Campus Finances
 - [Account Inquiry](#)
 - [Make a Payment](#)
 - Student Invoice
 - [1098T Form](#)
 - ▷ Guardian Account Maintenance

Statement 11/24/2008

Date:

EmplID

Name:

Message From the Bursar's Office

Payments may be made on LOUIE, FAX to 928.523.0009, or by mail. VISA/MC/AMEX/JCB accepted. General questions, 928.523.3122; Fin Aid questions, 928.523.4951. Please be aware of PAYMENT DEADLINES: Spring 2009 tuition and first payment of housing & meal plan are due 12/01/08. Visit www.nau.edu/bursar for Need-to-Know Necessities and Tuition Payment Plan information. Students with a tuition balance over \$500 after aid is subtracted from tuition, will be enrolled in the Tuition Payment Plan and incur a non-refundable \$50 service fee. Insurance is no longer included in the tuition payment plan. Spring financial aid will disburse January 3rd. Available aid, if listed below, will only apply to your spring charges. To ensure a successful disbursement, please check your LOUIE account. Questions regarding your aid, please call 928-523-4951. Charges more than 30 days past due may incur late fees of 10% APR. Tuition Payment Plan, Housing and Meal Plan charges may incur late fees of 18% APR. If you do NOT plan to attend NAU, we ask that you officially withdraw. Please log into LOUIE and drop all classes. You may also contact the Registrar at (928)523-5490, fax your request to (928)523-1414, or e-mail registrar.enrollment@nau.edu

Due Charges (as of statement date)

Charges	Term	Due Date	Amount Due
AZ Student Assoc Fee	Sprng 2009	12/01/2008	2.00
AZRes Tuition Regular UGRD	Sprng 2009	12/01/2008	25.00
Financial Aid Trust Fee	Sprng 2009	12/01/2008	12.00
Information Technology Fee	Sprng 2009	12/01/2008	18.00

Total Charges: \$57.00

Available aid (as of stmt run date)

Aid Type	Net Award	Aid Type	Net Award
None Available	0.00	None Available	0.00

Total Awards: \$0.00

Statement mailed to:

Address Line 1:

City: Flagstaff

State: AZ

Postal Code: 86001

Return

Information displayed is an exact copy of the invoice generated for the selected invoice period.

Menu

- ▼ Campus Finances
 - [Account Inquiry](#)
 - [Make a Payment](#)
 - [Student Invoice](#)
 - **1098T Form**
- ▶ Guardian Account Maintenance

1098T Forms

Jane Doe

Viewing a form will open a new browser window.

Year	View 1098T Form
2007	View 1098T Form
2008	View 1098T Form

The last component available to you is the 1098T Forms page. This form, if you are unaware of its purpose, is utilized by parents, students (and/or tax preparers) to aid in identifying whether or not the student is eligible for one of two tax benefits granted by the Tax Relief act of 1997 (TRA97); for further information about these possible tax benefits, please visit http://home.nau.edu/bursar/tax_credit.asp.

This concludes your Guardian Access demonstration.

While it may seem like a lot of information to digest and utilize, before long you'll be familiar with navigating through your Guardian Access account.

We hope that this new feature will be helpful to both you and your student!



Guardian Access: Another tool for our students' success!