

Proxy & Account Suite – Receiving Access to Your Student’s Records

How does your student access their bill at Indiana State? Your student’s bill is housed in their student account suite, a 24/7 resource to help them manage their bill. From the account suite, they can check their balance, make a payment, view their account history, and much more. They can access the account suite through their MyISU portal or on the Controller’s office website, and they have two login options. The dark blue button is for your student, and the light blue Authorized User login is for anyone they have approved to see their bill and make payments on their behalf.

If your student chooses to set you up as an authorized user, you will only be able to see their bill and make payments, but you will not be able to contact our office to ask questions about their bill or financial aid. In order to obtain this access, your student would need to set you up as a Proxy. They can do this through their MyISU portal, and they can pick and choose what information their Proxy can see, from financial aid to grades to personal information. Many students do still want this support from family or a partner, so be sure to talk about it to ensure you are both on the same page.

If your student’s account charges are greater than their financial aid funds, they will owe a balance to the university. The balance is what they will pay on their bill. It is critical that you and your student make a plan NOW to cover those charges. Their bill is generated after they register for classes and/or sign up for housing. Since all billing is done online, their actual e-bill will be available in late July for fall classes and December for spring classes. Fees are not included in tuition, so your student will see the recreation center fee and health and wellness fee is billed separately. Bills are always due on or before the first day of the semester, unless your student is on a payment plan.

Here are a couple of important things to remember: even though your student’s bill will post to their Student Account Suite in July, their financial aid will not pay until approximately five to seven days prior to the start of the semester. We can also only pay their aid if they have completed all missing items posted to their account. Your student can view unsatisfied requirements in their MyISU portal. Please have your student submit these items as quickly as possible to ensure their aid pays on time. We communicate important information about their financial aid, such as missing items, by Sycamore email, so they need to be checking this regularly to keep up-to-date on notices from our office.

If your student’s financial aid exceeds their charges, they may qualify for a refund. The university will send them the remaining funds by paper check or directly to their bank account if they have sign up for Direct Deposit. Direct Deposit is the fastest way for students to receive their refund if they are entitled to one. Students can add a Direct Deposit account through the MyISU portal. Refunds can then be used to pay for things they need for school, such as textbooks.

Be sure to have your student check their MyISU portal before spending their refund, because they can get a refund and still owe money on their account from fees that cannot be paid from aid directly. For example, financial Aid does not cover program fees, lab fees, parking fines, etc.

Student Financial Aid | 812.237.2215 | ISU-finaid@mail.indstate.edu | indstate.edu/financial-aid