GSSP - DGP - Checking Student Accounts

You can view individual student accounts to investigate payments and/or outstanding charges. If students receive a notification that their schedule is at risk of cancellation, first check Grad Support to confirm that benefits have been applied. You can then check the student's account to view the charges and credits.
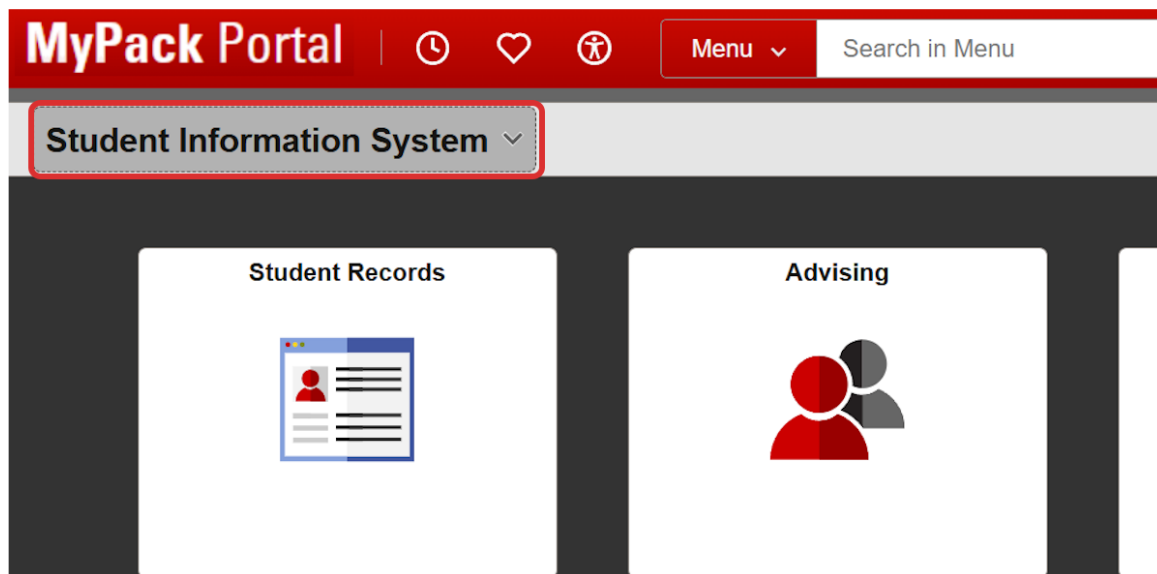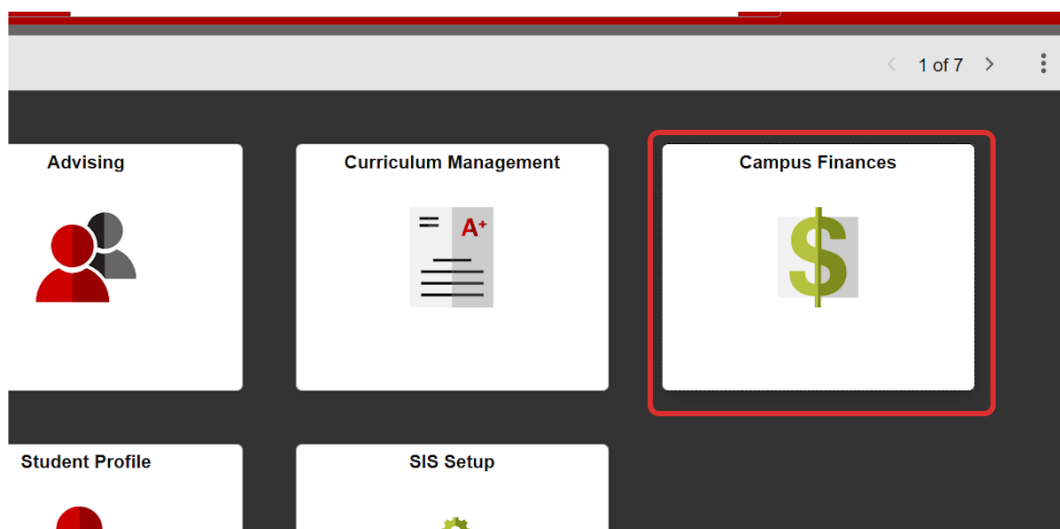
First, log on to the MyPack Portal.
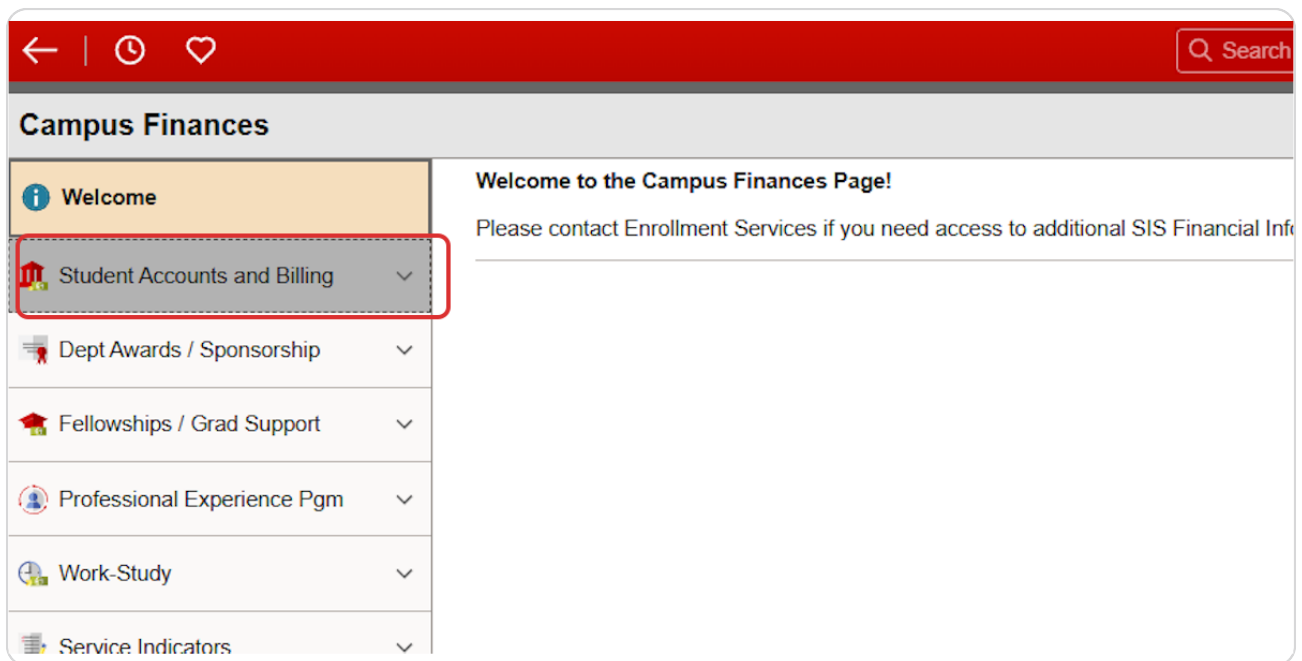
STEP 1

Navigate to the Student Information System
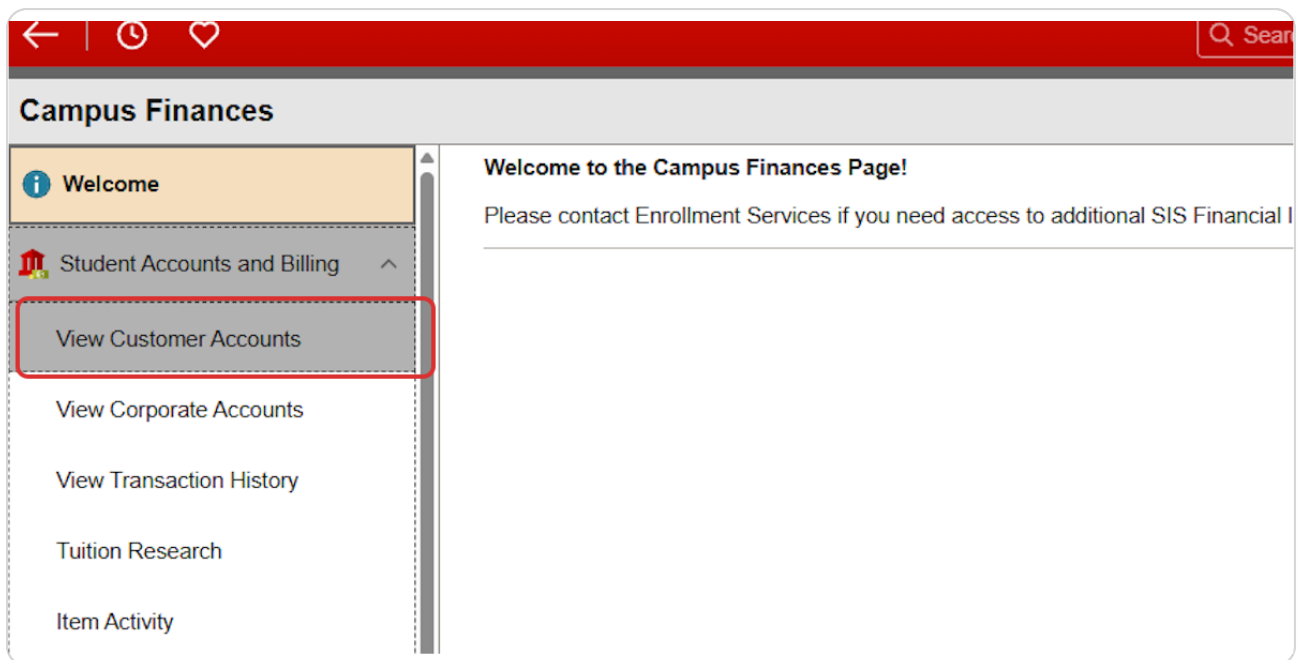

STEP 2

Click on the Campus Finances tile

STEP 3

Click on "Student Accounts and Billing"

STEP 4

Click on "View Customer Accounts"

💡 If you do not see this option, you may need SAR access.

SAR Access: grad.ncsu.edu

STEP 5

We recommend searching records with the 9-digit Student ID number.

Find an Existing Value
▼ Search Criteria
Enter any information you have and click Search. Leave fields blank for a list of all values.

⟲ Recent Searches [Choose from recent searches ⌄] 🖉 🔖 Saved Searches [Choose from s

*Business Unit [= ⌄] [NCSU1] 🔍
ID [begins with ⌄] [123456789] 🔍
National ID [begins with ⌄] [ ]
Unity ID [begins with ⌄] [ ]
Last Name [begins with ⌄] [ ]
First Name [begins with ⌄] [ ]
⌃ Show fewer options

☐ Case Sensitive

STEP 6

Click on Search

*Business Unit [= ⌄] [NCSU1] 🔍
ID [begins with ⌄] [123456789] 🔍
National ID [begins with ⌄] [ ]
Unity ID [begins with ⌄] [ ]
Last Name [begins with ⌄] [ ]
First Name [begins with ⌄] [ ]
⌃ Show fewer options

☐ Case Sensitive

[Search]   [Clear]

STEP 7

The current charges/credits will be listed, as well as the student's billing history, displayed by term.

Find the term that you wish to review.

STEP 8

Click on "Account Details" to see the student account by semester and line item.

STEP 9

Make sure to click "view all" to ensure all line items are displayed.

STEP 10

The Account Balance will be displayed, as well as "debits", "credits", and amount "applied" to student bill.

STEP 11

GSSP benefits are designated as "Sponsor Transfer" and should match the same amount listed on the student's tuition record in Grad Support. This student has received the in-state tuition award through GSSP.

Learn more about confirming benefits have been applied to a student's account in Grad Support.

STEP 12

Line items with a balance will have the "amount" charged as well as the "balance" of remaining charges. The items in the "Balance" column add up to the "Account Balance"

💡 Occasionally, the balances appear to be partially paid. This is likely due to the system's payment source ranking. In these instances, you will want to check for GSSP support and the account balance to ensure GSSP benefits have been paid.

Payment Source ranking example: External sponsorship, GSSP sponsorship, Departmental GA1, student payments.

For example, if the student submits a payment and then receives GSSP sponsorship, the GSSP sponsorship will take precedence over the student's payment, and the student's payment will be reduced and applied to any charges not covered by GSSP, likely resulting in a refund. Student Accounts disburses refunds.

Contact Student Accounts for more information or clarification on student account line items.

STEP 13

GSSP recipients and non-supported students who have waived themselves from mandatory health insurance should see that there is $0.00 balance for Mandatory Health Insurance.

If there is not a line item for Mandatory Health Insurance, the student likely waived mandatory insurance for a year.

Account Number STUDENT001 Spring '26				Account Balance
Debits 7,117.25		Credits -7,040.21	Applied	7,040.21

Item	Term	Amount	Balance	Last Activit
ePAY - Thank you	Fall '25	-1,925.21	0.00	12/05/2025
Mandatory Health Insurance	Spring '26	0.00	0.00	12/05/2025
COE Program Enhancement Fee	Spring '26	750.00	0.00	11/05/2025
Campus Security Fee	Spring '26	30.00	0.00	11/05/2025
Ed and Tech Fee	Spring '26	219.50	0.00	11/05/2025

STEP 14

If a student qualifies for GSSP and will be enrolled in the RA–TA GSHI plan, but the mandatory insurance charge is still listed on the student's bill, first confirm that the insurance benefit has been applied in grad support. Then confirm if the student has waived RA–TA GSHI.

Learn how to [confirm benefits have been applied](#) in Grad Support. If students have waived RA–TA health insurance, **they must take action to waive themselves from the mandatory health insurance plan. Otherwise, they will automatically be enrolled in and charged for mandatory health insurance.** Students are notified of this when they waive RA–TA health insurance.

Keep in mind that it takes several days for BCBS to process RA–TA GSHI Enrollment, waive the student from the mandatory plan, notify the student of the waiver, and notify Student Accounts of the waiver and to remove the charge for "mandatory health insurance" from the student's bill.

Student Accounts can see the tuition sponsorship on the student account and should know that the charge for mandatory insurance will be removed from the bill once BCBS notifies them to remove it.

We recommend updating your Roster as soon as possible so the health insurance benefit can be applied to the student's account, removing the mandatory health insurance charge before bills are due.

STEP 15

Below is an example of a student who has waived RA-TA health insurance.

You can find Grad Support navigation instructions [here](#).

STEP 16

Once you have reviewed the student account, click "Return" to go back to Step 7 of this document.

STEP 17

When you see "Sponsor Transfer" from step 11 of this document, you can confirm the sponsor by checking "Sponsorship/GA1".

STEP 18

You can compare the Contract Number to the student's tuition award in Grad Support. If they match, the sponsorship is the GSSP award.

This is shown in step 4 of Confirming Benefits Applied.

STEP 19

Click "Return" to go back to the page in step 7 of this document.

STEP 20

If a GA1 has been submitted, you can also view the contract number and the GA1.

STEP 21

Click on "GA1" to view the GA1 sponsorship.

STEP 22

All line items for the GA1 sponsorship will be listed. You can confirm which specific charges were sponsored by the department, as well as the information for the person who entered the GA1.

If you have questions about a GA1, contact the person who submitted the sponsorship or Student Accounts.

Tuition should NOT be paid on state projects when submitting a GA1.

STEP 23

Click on Return to Search

12		375570-10239	56591		1,252.25	
13		375570-10239	56591		1,252.25	
14		375570-10239	56591		1,252.25	
15		375570-10239	56591		1,252.25	
16		375570-10239	56591		1,252.25	
17		575145-02923	56591		1,252.25	
18		375570-10239	56591	1,704.99	417.42	
19		660780-02923	56591		1,252.25	
20		660780-02923	56591	5,254.68	417.42	

| Tuition: | 21,018.65 | Housing: | 0.00 | Health Ins: | 0.00 | Fo |
| Fees: | 34,645.62 | Dining: | 0.00 | Other: | 320.00 | |

| Entered by: | JBRISEN | Juliebeth Briseno | 12/02/25 4:33PM |
| Last Updated By: | JGWALKE4 | Jason Glenn Walker | 12/03/25 8:45:30AM |

Return to Search

💡 **The Student Accounts office is the steward of student accounts. GSSP sponsorship is only one element of a student's account. Contact Student Accounts for the most accurate and detailed information regarding a student's account.**