



Business Office – Student Accounts – Refund Information

- Refunds are anticipated to begin around the middle of February 2011
- ERefunds are issued first, so please sign up for eRefund
 - Log into MyCSU
 - Select the Student Tab across the top
 - Select My Student Account under Bookmark
 - Select enroll in eRefund under the eRefund box
- Refunds are processed in a random order and your account will not become eligible for processing until your aid has posted
- Through My Account History in MyCSU you can see the details of your account.
 - Log into MyCSU
 - Select the Student Tab across the top
 - Select Financial from the left-hand menu
 - Select My Account History
- If you have a zero balance – click on the balance for your detail
 - A/R refund should be the first transaction
 - The transaction date associated with A/R refund is when you should expect your refund. eRefunds may be credited to your bank account up to three days later depending on bank processing time.
- If you have a credit balance – negative balance – your account is eligible for a refund and it should be processed within 7-14 days
- If you have a debit balance – positive balance – you currently have a balance with the University.
 - This balance needs to be paid out of pocket to clear any holds on your account or all your aid has not been posted to your account
 - Check your Financial Aid online to see if you are missing any documents
 - Once all your aid posts to your account, giving you a credit (negative) balance, your account is eligible for a refund and it will be processed within 7-14 days