Viewing a Student's Account Information

The Customer Accounts page allows you to view detailed information about the charges and payments on a student's account.

View Charges and Payments:

- Access iSIS using your User ID and Password at http://go.tufts.edu/isis.
- The iSIS Home Page will appear.
- Access the Customer Accounts page
  - Navigation: *Student Financials > View Customer Accounts*
- The Customer Accounts search page will appear. Enter data as follows:
  - **Business Unit** – Ensure the business Unit field reflects, "TUFTS."
  - **ID** - Enter the Student's ID.
    - You may also search for the student using the **Last Name** and **First Name** fields.
- Click **Search**.
- The Customer Accounts page will appear displaying the Student's account information.
- To view more information about a particular account, click the **Account Details** link.
- The Account Details page will appear displaying an itemized breakdown of the Student's Account.
  - Note: Use the arrows at the top of the box to ensure you view all items or click View All.

- To view transaction information for a specific item, click the corresponding **Item Details** link.
- The Item Details page will appear displaying information including amount and payments applied toward this charge.
- Click the **Return** link to return to the Account Details page.
- Then, click the **Return** link to return to the Customer Accounts page.

Alternate Viewing options/Additional information:

- Click the **Academic Information** link at the top of the page. The Academic Information page displays career and program information. In the Career Term Data box, you can also click the Enrollment link to view the classes the student is enrolled in for the selected term.
- Click the **Return** link.
- The links at the bottom of the Customer Accounts page allow you to view additional account information.
  - **Detail Trans** – The Detail Trans page will appear displaying detailed information about each item, including the term, account numbers, item type, and item amount.
    - Click the Item Detail tab. The Item Detail tab displays more information about the items on the account.
  - **Item Summary** – The Item Summary page displays a summary of the items on the student's account.
    - Click the Item Due Date tab to view due date information for each item.
  - **Items by Term** – The Items by Term page organizes the Item types by Term. To view additional Terms, click the arrow icon at the top right corner of the group box.
  - **Items by Date** – The Items by Date page allows you to view account items by their posted date. You can use the Sort Detail By box at the top of the screen to search for a particular date range.
  - **Due Charges** – The Due Charges page displays charges that are due, as well as the due date for each item.
  - **Payment Plans** – The Payment Plans page displays the student's payment plan(s) as applicable.
  - **View Anticipated Aid** – The Anticipated Aid Details page displays information about existing aid that has not yet been added to the Student's account.