**How to Read Your Account**

Hello, thank you for viewing our How to Read Your Account video. This video will share our favorite ways to help you find and understand your detailed account information.

To get started, you will need to log into your LOUIE account to view your account balance, charges, and payments.

Students will start out in their “Student Center”; employees will need to select the “Self Service” tab, and then the “Student Center” link.

If your account has any holds, they will be listed in the “Holds” section in the top right corner. To see additional information about any holds, select the “Details” link. Your most current account balance can be viewed in the “Finances’ section of your LOUIE Student Center. To make a payment, select the “Make a Payment” link in order to be transferred to the TouchNet payment system. By clicking “Account Inquiry”, you will be directed to your Account Summary.

The examples we show are of a student’s account. University employees will find their charges and payments in the same way. Your Account Summary displays your Due Now and Future Due balances. The charges in the Due Now total include all charges that are due within 30 days from the current date. This may also include past due amounts. Future due charges are due more than 30 days from the current date. The “Activity” tab shows all charges and payments received for your account by posted date.

You can select the date range you’d like to view, as well as the term. Your “Charges Due” tab, shows your totals by due date at the top of the page.

By scrolling down, you can view an itemized list of outstanding charges with their due dates. As you can see, the Make a Payment button is at the bottom of each tab we just reviewed. The “Payments” tab will allow you to view any personal payment or financial aid applied to your account.

By clicking on a Paid Amount, you can review an itemized list of charges paid by the payment. There is also a “Pending Aid’ tab which will show any undisbursed financial aid that is awarded.

Now, you are ready to make a payment. For your convenience, payment tutorials and other helpful videos are available on our website.

We appreciate being able to share this information with you. Please feel free to contact us if you have any questions about your account. Email [sdas@nau.edu](mailto:sdas@nau.edu) or call 928-523-3122.