

FAQs

How do I consent to receive my 1098T Online?

Students who consent to receiving their 1098T online do not have to worry about their billing address or the form being lost in the mail. They are also able to print the form multiple times after it is uploaded.

Log into Pack Portal. Click on the following links:

- Click on the myBill button in the myBill widget in your Dashboard
- My Account
- Agreements
- Paperless 1098T
- Change
- Accept Consent

Why Do I Get a 1098T Tax Form?

The 1098T Tax Form is used by eligible educational institutions to report information about their students to the Internal Revenue Service (IRS) as required by the Taxpayer Relief Act of 1997. This form is intended to assist students in the preparation of federal income tax returns. An accountant, intern, or Internal Revenue Service can best advise students in the utilization of this form when preparing tax documents.

[Where Can I find the 1098T Tax Form?](#)

Log into Pack Portal. Click on the following links:

- Click on the myBill button in the myBill widget in your Dashboard
- eStatements Tab
- 1098T Tax Statement Section

[How do I view my bill online?](#)

Students may view their bill and print with the official ASU letterhead.

- Login to Pack Portal
- Click on myBill
- Click on View Statements

[How do I set up direct deposit?](#)

Students may set up and change their direct deposit information online for excess financial aid and other student related refunds.

- Login to Pack Portal
- Click on myBill
- Select the Refunds tab

[Do you offer an Online Installment Plan?](#)

Students have the option to pay their account in installments with a required \$40.00 fee.

- Login to Pack Portal
- Click on myBill
- Select the Payment Plans tab or Enroll in Payment Plan

Students enrolled in programs with A-State Online Services ARE NOT ELIGIBLE for Installment Plans.

[What address is my bill and refund check sent to?](#)

Student account refunds and important information are mailed to the billing address on file. Please ensure that a correct billing address has been established so that all documents are received.

Log into Pack Portal. Click on the following links:

- Banner Self -Service 9 - Student
- Personal Information
- Update Addresses and Phones
 - To update an existing billing address, click on the blue "Current" link.
 - To create a new billing address, click on "Type of Address" at the bottom of the page, select Billing and click Submit.
 - Enter address and click submit.

To remove a "bad address" hold, please e-mail sasbillpayment@AState.edu after completion. Request that your hold be lifted including your name and ID number.

[How do I add an Authorized User to myBill?](#)

Students can give others (parents, employers, etc.) the ability to access their account information. In compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), your student financial records may not be shared with a third party without your written consent. Adding an authorized user an individual may view your account information and make payments on your

behalf.

- Login to Pack Portal
- Click on myBill
- Click on Authorized Users
- Click on Add Authorized User tab

[I want to appeal my tuition charges. What do I do next?](#)

The Appeal process is for students charged Arkansas State tuition and mandatory fees for a course that they did not attend or dropped after the refund period due to extenuating circumstances. For your appeal to be reviewed by the Appeals Committee, please complete the [appeal form](#) to get started.

[If I have other questions, who should I contact?](#)

Registration, Residency Status, VA	Registrar	870-972-2031
International Student Questions	International Programs	870-972-2329
Housing and Meal Plans	University Housing	870-972-2042
Loans, Scholarship, Pell Grants	Financial Aid	870-972-2310
Parking Decals, Parking Tickets	Parking Services	870-972-2945
Library Fines	Library	870-972-3077