

# Student Guide to Student Accounts

Student Information System

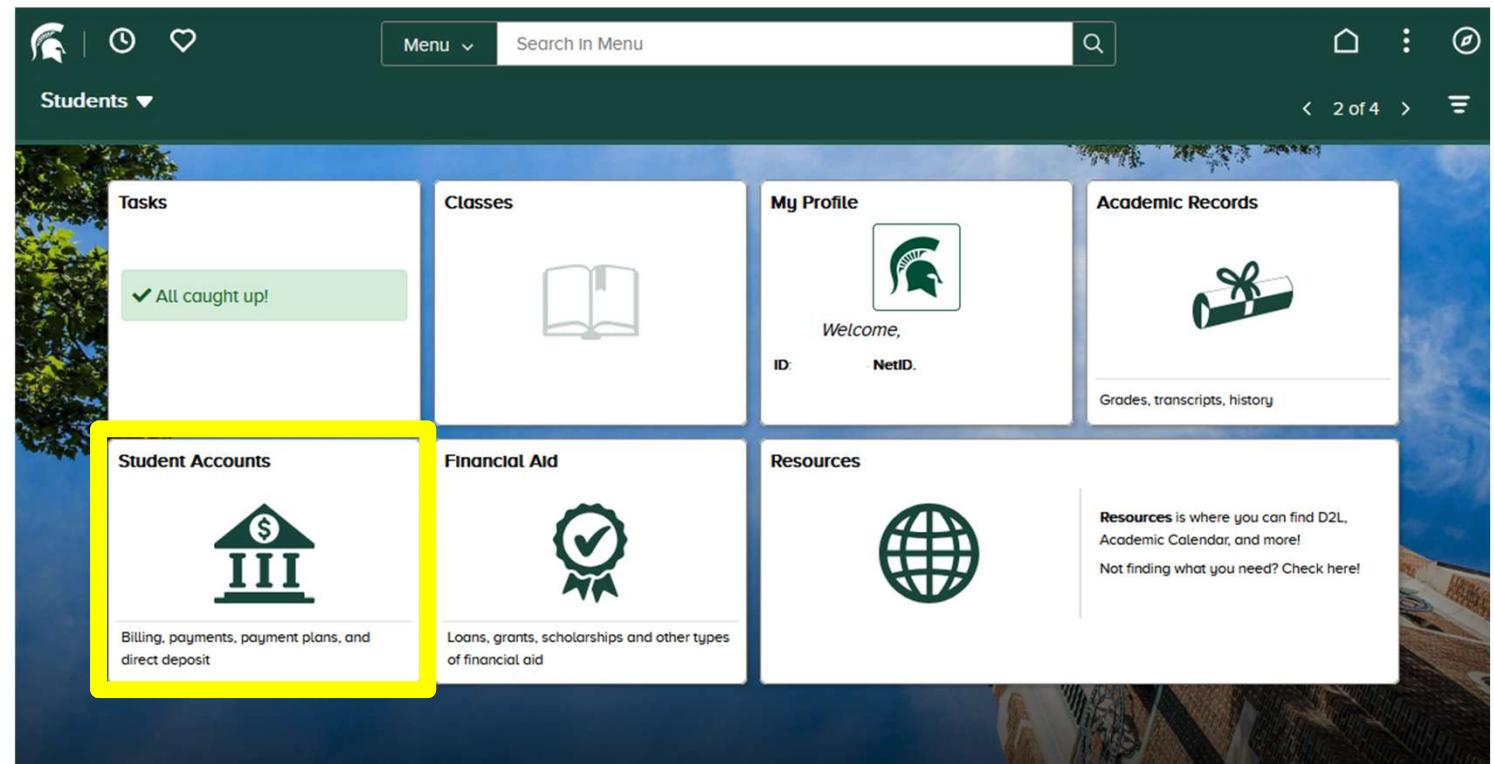
<https://student.msu.edu>

Student Accounts

<https://ctrl.msu.edu/student-accounts>

# Student Accounts Tile

- Students and guests begin by logging into SIS  
<http://student.msu.edu>
- From the main page, select the Student Accounts tile



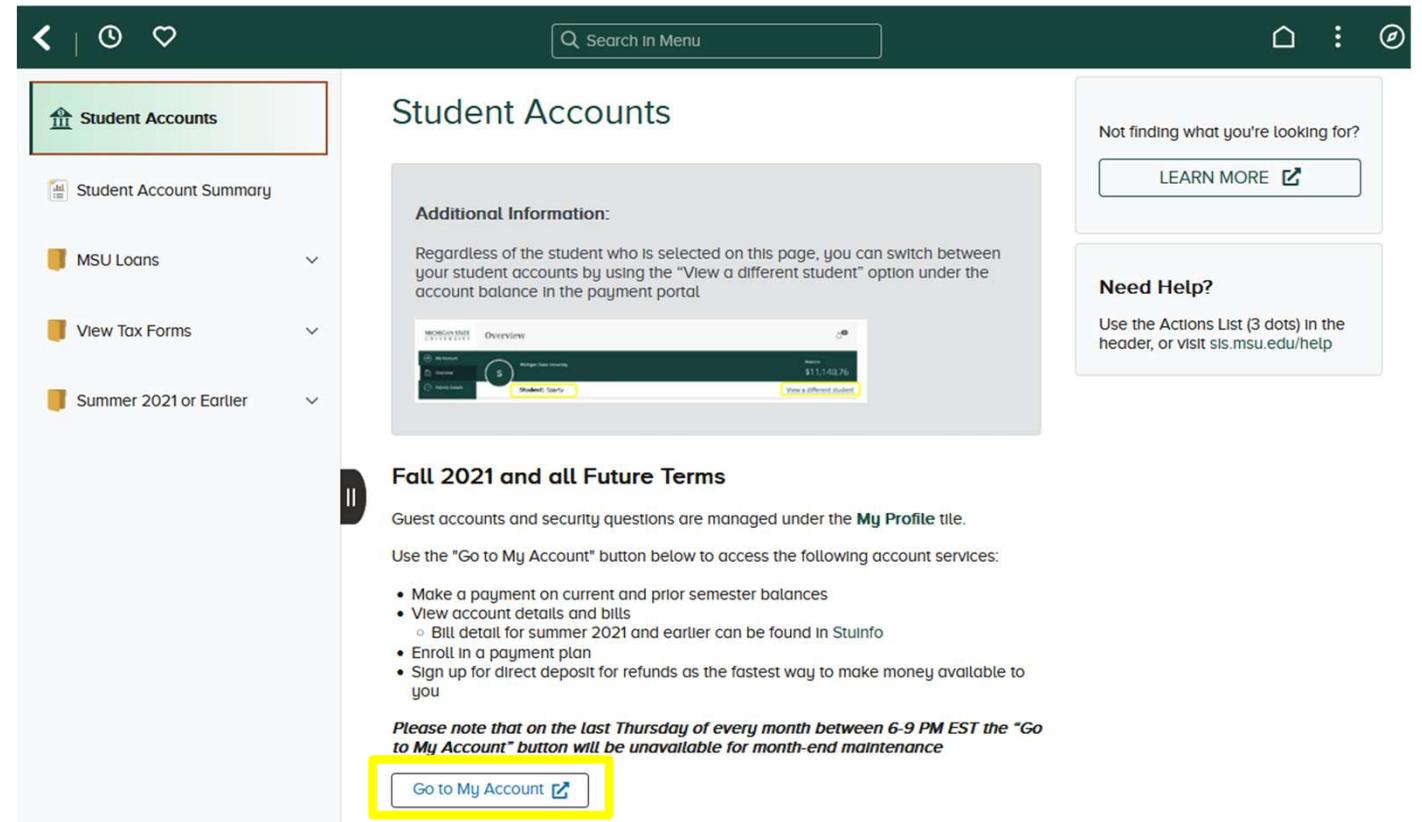
# Student Accounts Menu

From this screen you can view:

- Student Account Summary (on demand account statement)
- MSU Loans Information
- Tax Forms
- Summer 2021 and prior information

Select Go to My Account to:

- Make a payment
- View bills and account details
- Enroll in a payment plan
- Enroll in Direct Deposit



The screenshot shows the 'Student Accounts' menu interface. On the left is a navigation sidebar with the following items: 'Student Accounts' (highlighted), 'Student Account Summary', 'MSU Loans', 'View Tax Forms', and 'Summer 2021 or Earlier'. The main content area is titled 'Student Accounts' and includes an 'Additional Information' section with a paragraph about switching student accounts and a small screenshot of the account overview page. Below this is a section for 'Fall 2021 and all Future Terms' which explains that guest accounts are managed under the 'My Profile' tile and lists services accessible via the 'Go to My Account' button. A yellow box highlights the 'Go to My Account' button. On the right side of the page, there are two boxes: 'Not finding what you're looking for?' with a 'LEARN MORE' button, and 'Need Help?' with instructions to use the Actions List or visit the help page.

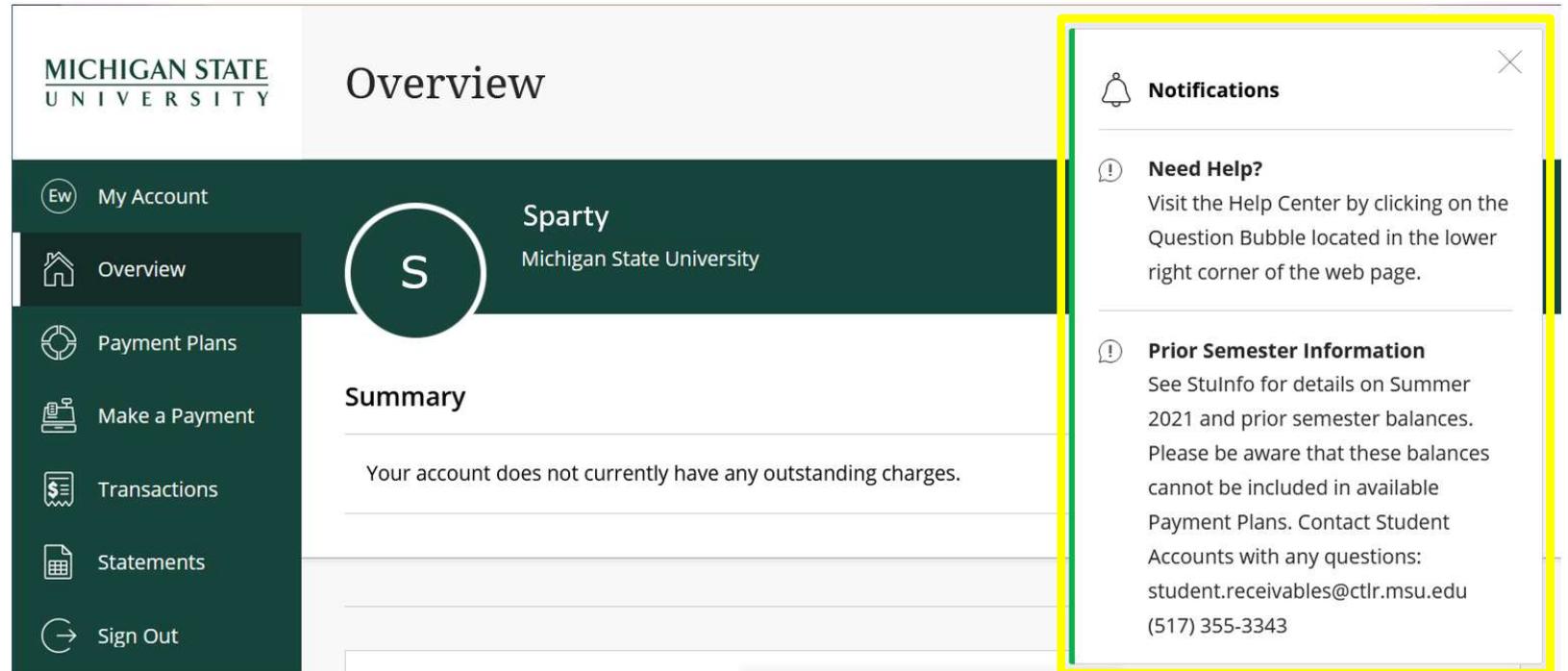
# My MSU Account

The notifications pop-up window will appear with information on:

- Financial holds
- Messages from the Student Accounts office

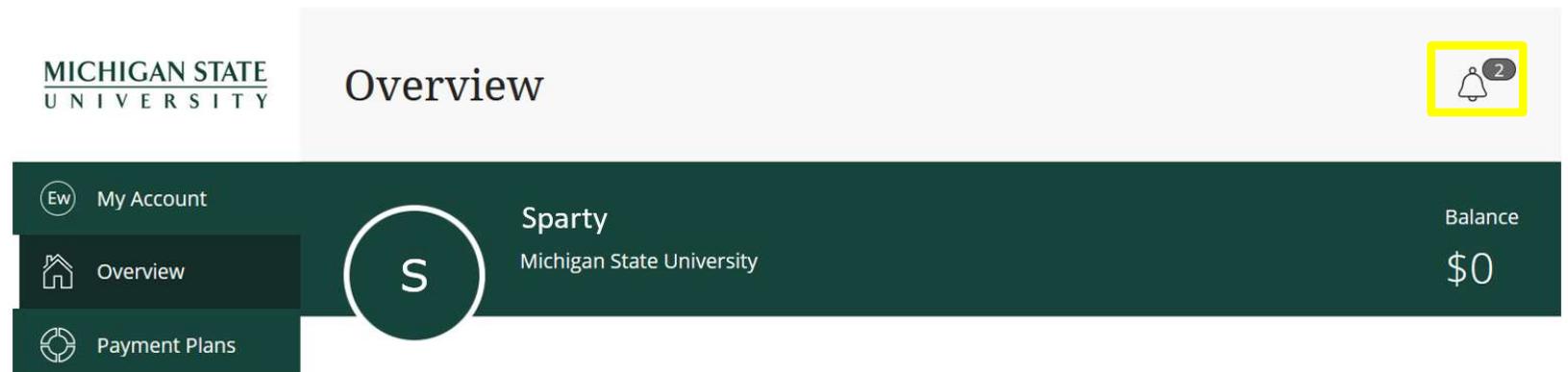
Closing the notifications pop-up window does not clear the notifications.

- They can be accessed again by clicking the notifications bell.



The screenshot shows the 'Overview' page for a user named Sparty at Michigan State University. The page includes a navigation menu on the left with options like 'My Account', 'Overview', 'Payment Plans', 'Make a Payment', 'Transactions', 'Statements', and 'Sign Out'. The main content area displays a 'Summary' section stating 'Your account does not currently have any outstanding charges.' A notifications pop-up window is open in the top right corner, containing the following information:

- Notifications** (with a close button)
- Need Help?** Visit the Help Center by clicking on the Question Bubble located in the lower right corner of the web page.
- Prior Semester Information** See StuInfo for details on Summer 2021 and prior semester balances. Please be aware that these balances cannot be included in available Payment Plans. Contact Student Accounts with any questions: [student.receivables@ctrl.msu.edu](mailto:student.receivables@ctrl.msu.edu) (517) 355-3343

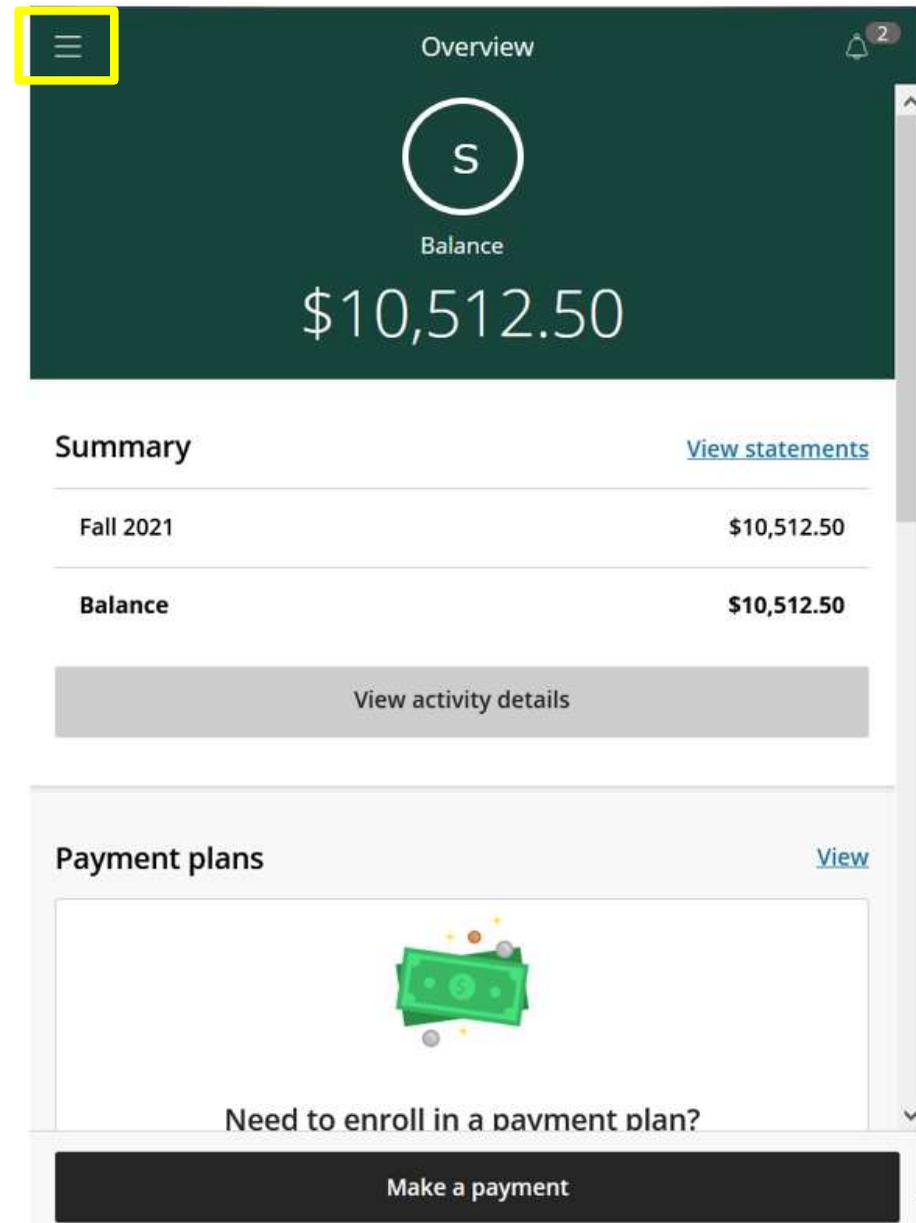


This screenshot shows the same 'Overview' page, but the notifications pop-up window is closed. In the top right corner, a notifications bell icon is highlighted with a yellow box and has a '2' next to it, indicating two notifications. The main content area now shows a 'Balance' section with a value of '\$0'.

# My MSU Account

My MSU Account is mobile-friendly

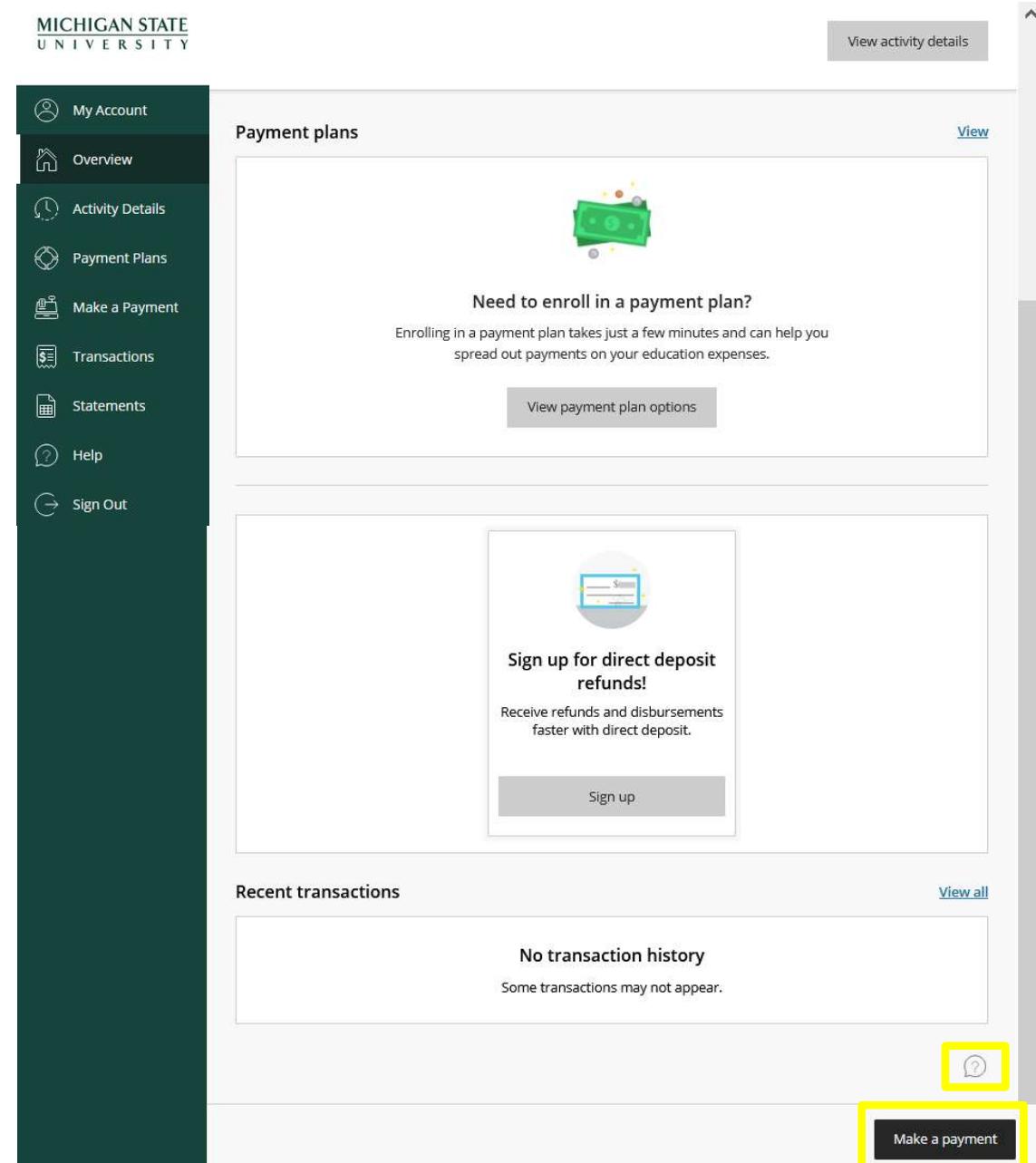
- The image on the screen will adapt to the size of the screen on which it's being viewed
- The menu on the left disappears when in mobile view
- Click the three horizontal lines to access the menu



# Overview Screen

From this screen you can:

- View the account balance summary
- View or enroll in payment plans
- Enroll in direct deposit
- View recent transactions
- Access the Help Center by clicking the question bubble
- Click the “Make a payment” button to begin the payment process

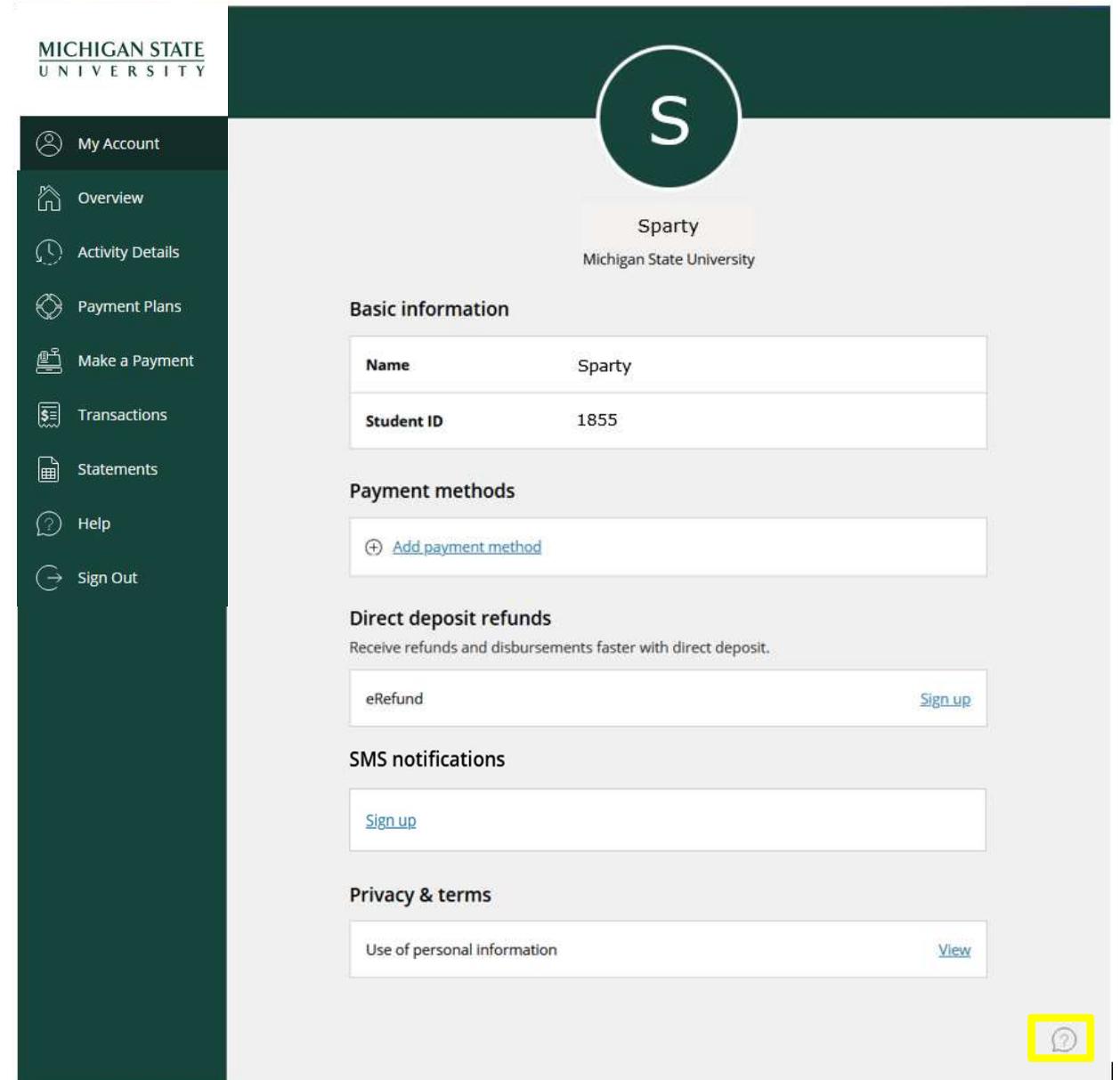


The screenshot displays the Michigan State University Overview Screen. On the left is a dark green sidebar with navigation options: My Account, Overview (selected), Activity Details, Payment Plans, Make a Payment, Transactions, Statements, Help, and Sign Out. The main content area features a 'View activity details' button at the top right. Below is a 'Payment plans' section with a 'View' link and a card titled 'Need to enroll in a payment plan?' with a 'View payment plan options' button. The next section is 'Sign up for direct deposit refunds!' with a 'Sign up' button. Below that is a 'Recent transactions' section with a 'View all' link and a message 'No transaction history'. At the bottom right, a 'Make a payment' button and a 'Help' icon are highlighted with yellow boxes.

# My Account Screen

From this screen you can:

- View basic account information
- Add or edit saved payment methods
- Sign up for or edit your direct deposit information
- Sign up for various SMS notifications related to your account
- Access the Help Center by clicking the question bubble



The screenshot displays the 'My Account' interface for Michigan State University. On the left is a dark green sidebar with a white 'MICHIGAN STATE UNIVERSITY' logo at the top. The sidebar contains a list of menu items: 'My Account' (selected), 'Overview', 'Activity Details', 'Payment Plans', 'Make a Payment', 'Transactions', 'Statements', 'Help', and 'Sign Out'. The main content area has a dark green header with a white circular profile icon containing the letter 'S'. Below the header, the user's name 'Sparty' and affiliation 'Michigan State University' are shown. The main content is organized into sections: 'Basic information' with fields for 'Name' (Sparty) and 'Student ID' (1855); 'Payment methods' with an 'Add payment method' button; 'Direct deposit refunds' with a description and an 'eRefund' button linked to 'Sign up'; 'SMS notifications' with a 'Sign up' button; and 'Privacy & terms' with a 'Use of personal information' button linked to 'View'. A yellow-bordered help icon is located in the bottom right corner.

# Activity Details Screen

From this screen you can:

- View unbilled activity since the last billing statement. This page helps explain the balance on the Overview screen if it differs from the last billing statement.
- View anticipated aid and projected account balance
- View current enrollment information
- Access the Help Center by clicking the question bubble



## Activity Details

- [My Account](#)
- [Overview](#)
- [Activity Details](#)
- [Payment Plans](#)
- [Make a Payment](#)
- [Transactions](#)
- [Statements](#)
- [Help](#)
- [Sign Out](#)

BALANCE FROM PRIOR STATEMENT			
			\$ 0.00

UNBILLED ACTIVITY SINCE LAST STATEMENT			
Date	Term	Description	Amount
04-30-2021	Fall 2021	ASMSU Tax	21.00
04-30-2021	Fall 2021	FM Radio Tax	3.00
04-30-2021	Fall 2021	Instate UG Soph Tuit	4,446.00
04-30-2021	Fall 2021	State News Tax	7.50
05-10-2021	Fall 2021	Owen Grad. Assoc. Tax	8.00
05-10-2021	Fall 2021	Owen Room Charge	3,197.00
05-10-2021	Fall 2021	Silver Dining Plan	2,830.00
05-11-2021	Spring 2021	Fellwshp Stip-CVM/USDA/InfDis	-1,234.00
<b>Total Current Account Activity</b>			<b>9,278.50</b>
<b>Current Account Balance</b>			<b>\$ 9,278.50</b>

ANTICIPATED AID			
Expiration Date	Term	Description	Amount
<b>Projected Account Balance with Anticipated Aid</b>			<b>\$ 9,278.50</b>

ENROLLMENT INFORMATION			
Subj/Crse	Term	Course Title	Credit Hours



# Payment Plan Screen

From this screen you can:

- Enroll in an available payment plan
- View active payment plans
- Sign up for or edit auto-pay on active payment plans
- Access the Help Center by clicking the question bubble

MICHIGAN STATE  
UNIVERSITY

 My Account

 Overview

 Activity Details

 Payment Plans

 Make a Payment

 Transactions

 Statements

 Help

 Sign Out

## Payment Plans

### Current plans



#### Need to enroll in a payment plan?

Enrolling in a payment plan takes just a few minutes and can help you spread out payments on your education expenses.

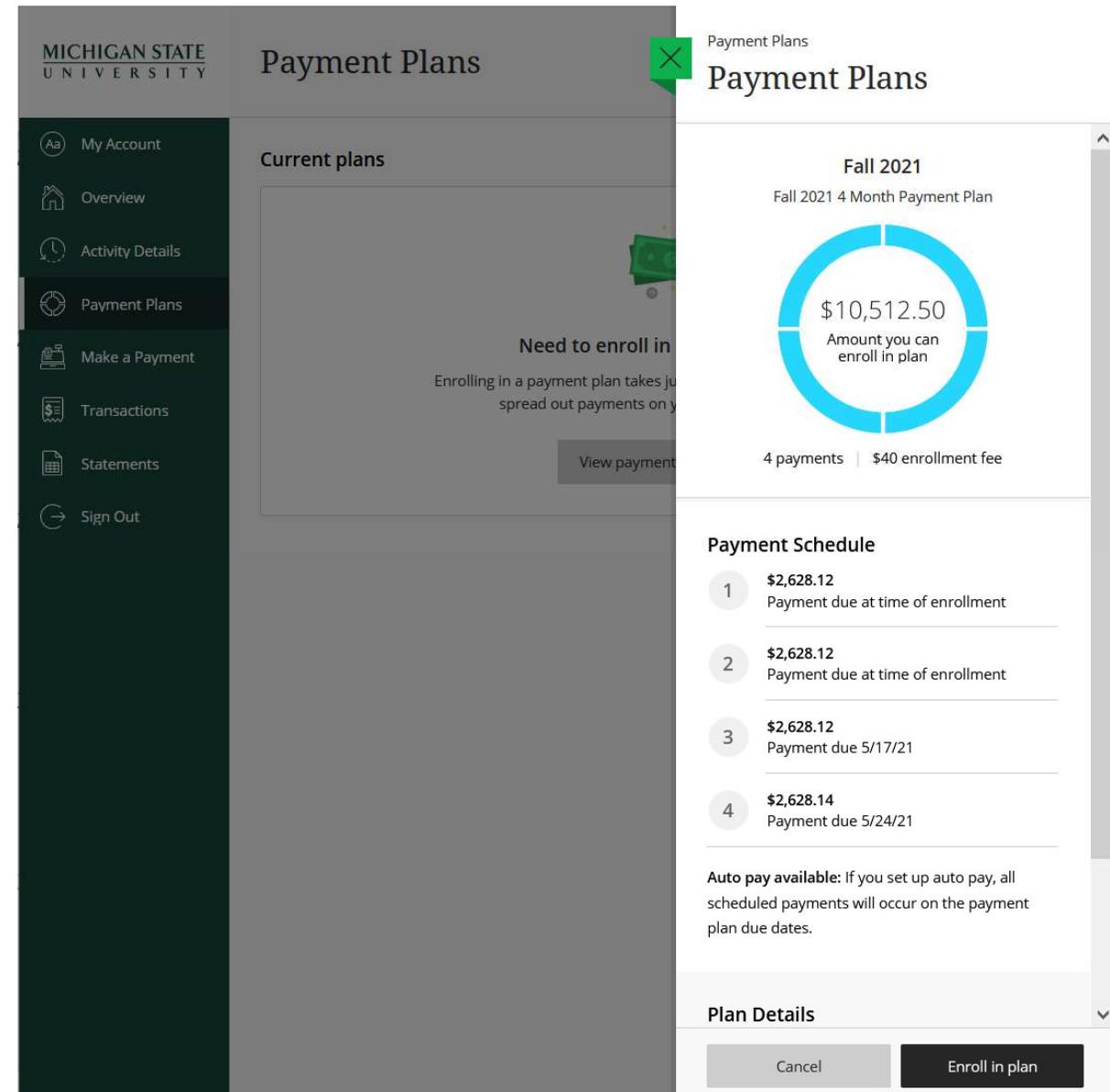
[View payment plan options](#)

# Payment Plan Enrollment

Click the ‘View payment plan options’ button from the Payment Plan screen to view payment plan information.

- There is a \$40 enrollment fee.
- Fall and spring semesters have four installments.
- Summer semester has three installments.
- Balances from prior terms cannot be included in current term payment plans.

Additional payment plan information can be found at: <https://ctrl.msu.edu/student-accounts/payment-plan-faq>



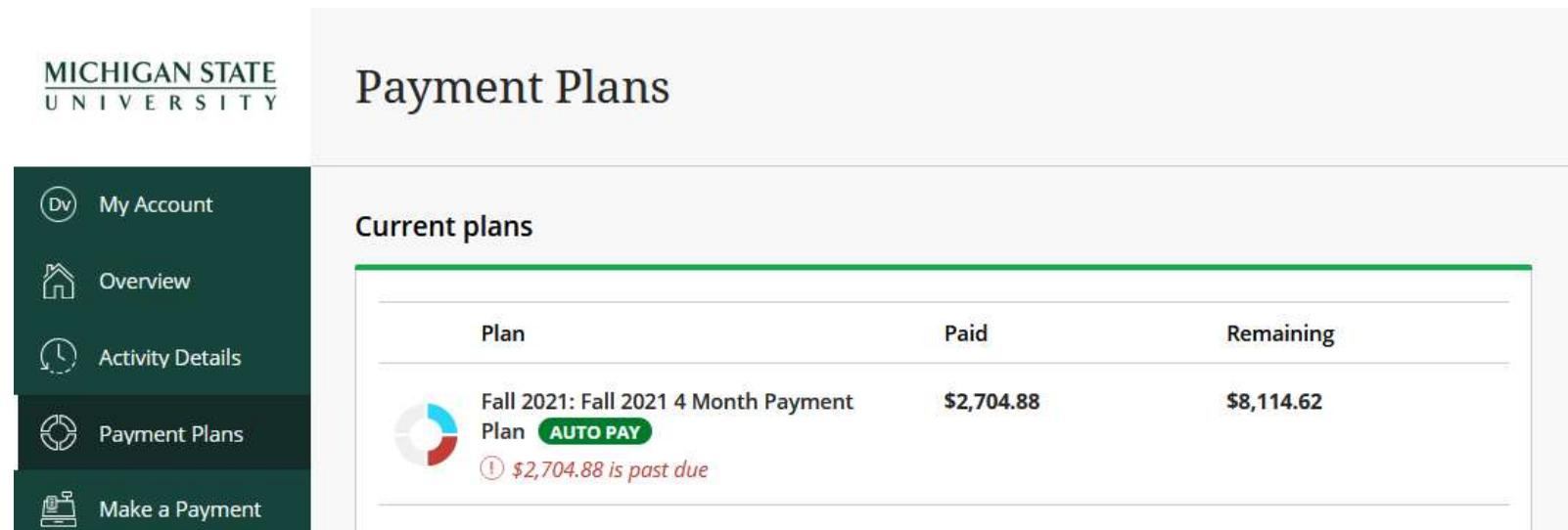
The screenshot shows the 'Payment Plans' page on the Michigan State University website. The left sidebar contains navigation options: My Account, Overview, Activity Details, Payment Plans (highlighted), Make a Payment, Transactions, Statements, and Sign Out. The main content area is titled 'Payment Plans' and shows 'Current plans' with a 'Need to enroll in' message. A modal window is open, displaying details for the 'Fall 2021 Fall 2021 4 Month Payment Plan'. It features a circular progress indicator showing the enrollment amount of \$10,512.50, with 4 payments and a \$40 enrollment fee. Below this is a 'Payment Schedule' table with four installments, and a 'Plan Details' section with 'Cancel' and 'Enroll in plan' buttons.

Installment	Amount	Due Date
1	\$2,628.12	Payment due at time of enrollment
2	\$2,628.12	Payment due at time of enrollment
3	\$2,628.12	Payment due 5/17/21
4	\$2,628.14	Payment due 5/24/21

# Payment Plan Screen

After enrollment in a payment plan, from this screen you can:

- View current plan details
- Enroll, edit, or withdraw from auto-pay
- Consolidate your payment plan if the balance on your account increases for the term in which you are enrolled



**MICHIGAN STATE UNIVERSITY**

**Payment Plans**

Current plans

Plan	Paid	Remaining
 Fall 2021: Fall 2021 4 Month Payment Plan <b>AUTO PAY</b> <i>\$2,704.88 is past due</i>	\$2,704.88	\$8,114.62

# Payment Plan Consolidation

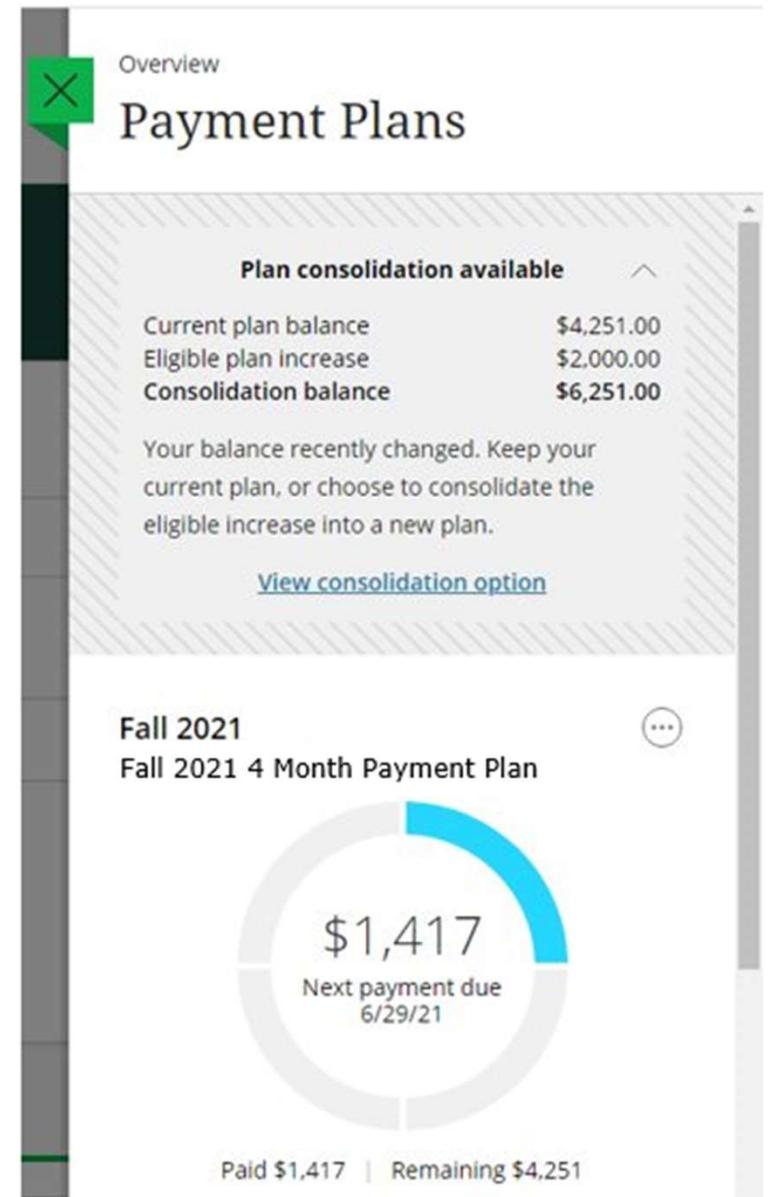
If the balance on your account increases for a semester in which you have an active payment plan, you will be given the option to consolidate your payment plan.

- A payment plan consolidation window will appear
- A 'plan consolidation available' notice will be noted under the current plan on the Overview and Payment Plan screens

Consolidation options:

- If you choose to consolidate your plan, the increase will be spread out to the remaining unbilled installments.
- If you choose not to consolidate your plan, you will need to pay the difference separately

If the balance on your account decreases for a semester in which you have an active payment plan, the payment plan budget will automatically be recalculated. The decrease will evenly reduce the remaining unbilled installments.



The screenshot displays the 'Payment Plans' overview page. At the top, there is a green notification banner with a close button (X) that reads 'Plan consolidation available'. Below this, a table provides financial details:

Plan consolidation available	
Current plan balance	\$4,251.00
Eligible plan increase	\$2,000.00
Consolidation balance	\$6,251.00

Below the table, a message states: 'Your balance recently changed. Keep your current plan, or choose to consolidate the eligible increase into a new plan.' A blue link labeled 'View consolidation option' is provided.

The lower section of the screen shows a 'Fall 2021' payment plan summary for a 'Fall 2021 4 Month Payment Plan'. It features a circular progress indicator with a blue segment representing the amount paid. The text inside the circle reads '\$1,417' and 'Next payment due 6/29/21'. At the bottom, a status bar indicates 'Paid \$1,417 | Remaining \$4,251'.

# Making a Payment

- When making a payment, amounts due are listed separately by term.
- If a balance is owed for multiple terms, the oldest charges will be paid first, regardless of term selected.
- Checking the box next to a term will result in any additional term-related messages being presented.



## Make a Payment

My Account

Overview

Activity Details

**Make a Payment**

Transactions

Statements

Help

Sign Out

Pay amount

### How much would you like to pay?

**Balance items**

Check all | 0 of 2 selected

Description	Balance	Amount
<input type="checkbox"/> Spring 2022	\$869.50	\$0.00 <input style="width: 100px; border: 1px solid #ccc;" type="text" value="\$0.00"/> <input type="button" value="v"/>
<i>Maximum \$869.50</i>		
<input type="checkbox"/> Summer 2022	\$6,021.50	\$0.00 <input style="width: 100px; border: 1px solid #ccc;" type="text" value="\$0.00"/> <input type="button" value="v"/>
<b>Total balance</b>		<b>\$6,891.00</b>
<b>Pay amount</b>		<b>\$0.00</b>
<i>Remaining balance</i>		<i>\$6,891.00</i>

\* Indicates required field ?

**Payment** 0 items
\$0

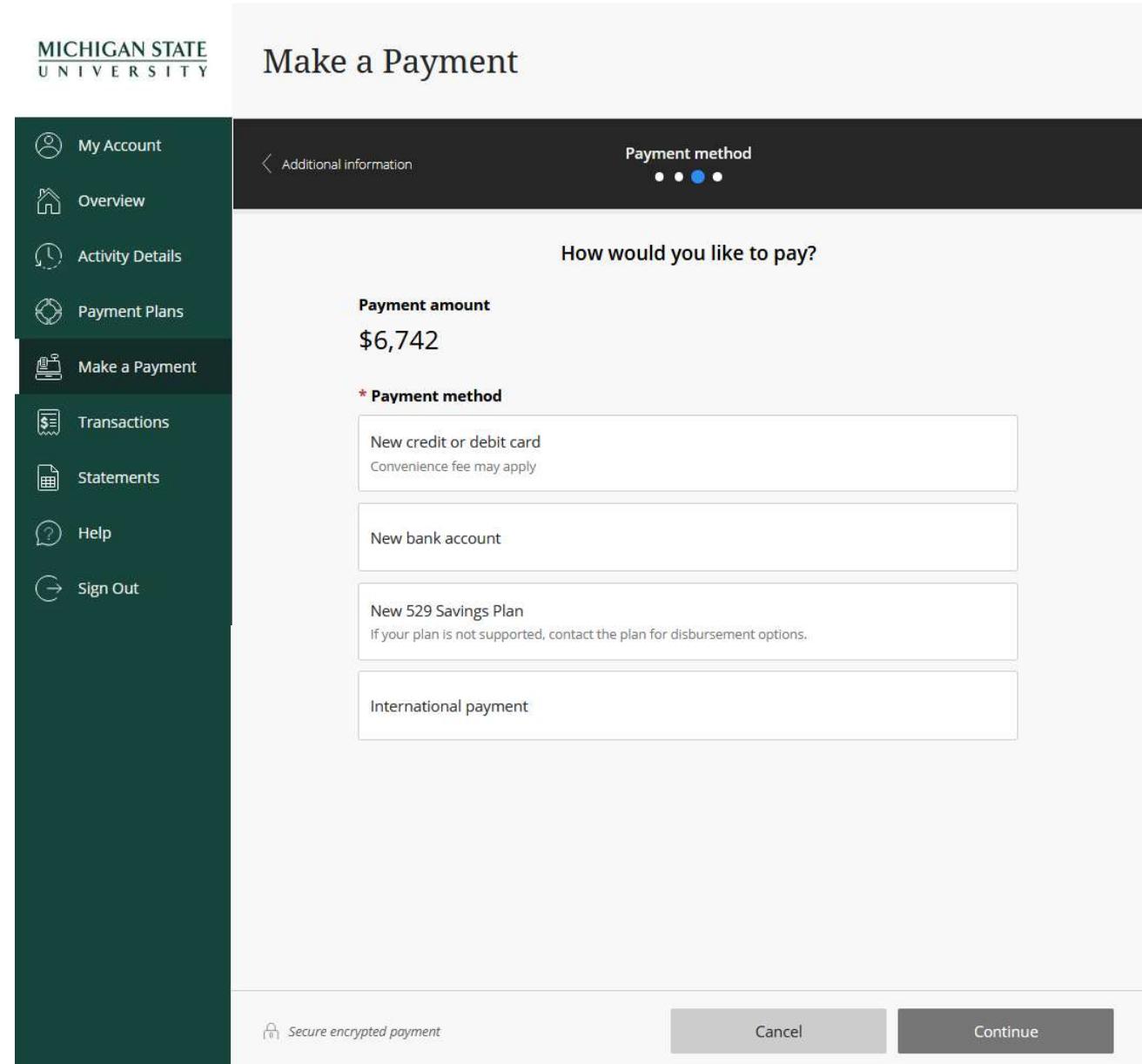
# Making a Payment

## Available electronic payment methods:

- Credit or debit card - convenience fee applies (2.75% for domestic cards, 4.25% for international cards)
- Bank account - U.S. checking or savings accounts
- 529 savings plan – MESP, MI 529 Advisor and other plans available (\$10 fee to use this service)
- International payment – service provided by Flywire
- Saved payment methods will also be listed here

Additional payment options can be found at:

<https://ctrl.msu.edu/student-accounts/methods-of-payment>



MICHIGAN STATE UNIVERSITY

## Make a Payment

Additional Information | Payment method

How would you like to pay?

**Payment amount**  
\$6,742

**\* Payment method**

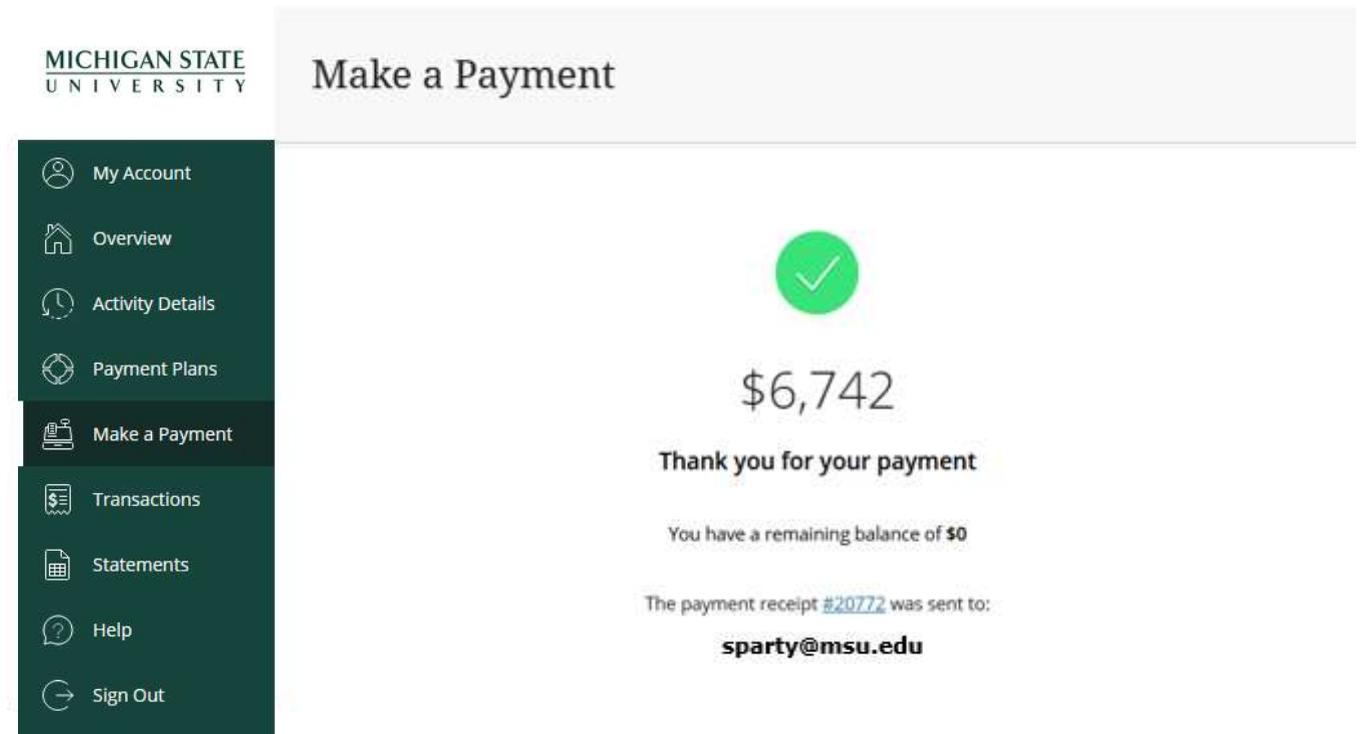
- New credit or debit card  
Convenience fee may apply
- New bank account
- New 529 Savings Plan  
If your plan is not supported, contact the plan for disbursement options.
- International payment

Secure encrypted payment | Cancel | Continue

# Making a Payment

- After submitting a payment, the payment confirmation screen will appear.
- The remaining balance is listed.
- Click the receipt link to view and print your receipt.

Please note: this confirmation screen does not verify your checking or savings account payment was successful, only that your banking information was submitted.



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## Make a Payment



\$6,742

Thank you for your payment

You have a remaining balance of \$0

The payment receipt #20772 was sent to:  
**sparty@msu.edu**

- My Account
- Overview
- Activity Details
- Payment Plans
- Make a Payment
- Transactions
- Statements
- Help
- Sign Out

# Transactions Screen

From this screen you can view transactions related to your student account:

- Online payments
- Cashier's Office transactions (tuition and non-tuition, payments and disbursements)
- Payment reversals

Click the Receipt link to view transaction details or print a receipt.



-  My Account
-  Overview
-  Activity Details
-  Payment Plans
-  Make a Payment
-  Transactions
-  Statements
-  Help
-  Sign Out

## Transactions

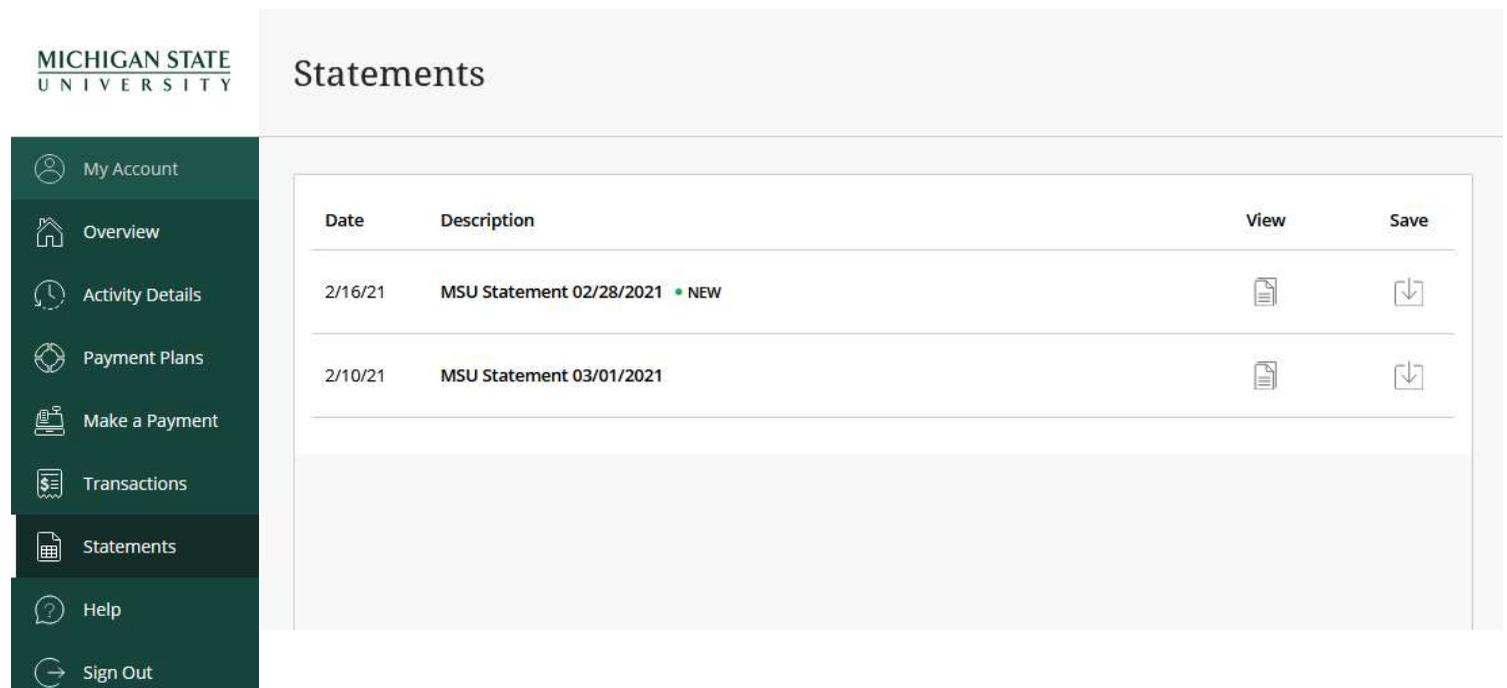
Date	Description	Receipt	Amount
5/11/21	Fall 2021 <a href="#">+1</a>	<a href="#">#20772</a>	<b>\$6,742.00</b>
1/28/21	Payment reversal Summer 2020	<a href="#">#20283</a>	<b>(\$500.00)</b>
1/26/21	Summer 2020	<a href="#">#20255</a>	<b>\$500.00</b>

# Statements Screen

From this screen you can:

- View billing statements
- Download billing statements and payment coupons

Note the “NEW” notation next to the top statement. Once a statement has been viewed, this notation will disappear.



Date	Description	View	Save
2/16/21	MSU Statement 02/28/2021 • NEW		
2/10/21	MSU Statement 03/01/2021		

# Billing Statements Explained

The top of the billing statement can be used as a payment coupon for mail payments.

## Statement Summary Box:

- The Statement Balance does not include anticipated financial aid, but the anticipated aid total is listed directly below for your convenience. You may subtract the anticipated aid total from the corresponding term charges to determine amount due.
- Reminder: Billing statements are current as of the statement date. Any activity that occurs after that date will be reflected on the next billing statement.

## MICHIGAN STATE UNIVERSITY

Michigan State University  
 Student Accounts  
 426 Auditorium Rd Room 140  
 East Lansing, MI 48824  
 www.msu.edu

**Sparty**  
 220 Trowbridge Rd  
 East Lansing, MI 48824

STATEMENT SUMMARY	
Statement Date	04/18/2025
Due Date	05/09/2025
Student ID	
<b>STATEMENT BALANCE</b>	<b>\$4,347.25</b>
<b>ANTICIPATED AID</b> (not reflected in Statement Balance)	<b>-\$860.00</b>

STATEMENT BALANCE does not include the ANTICIPATED AID. Prior term charges must be paid in full. You may subtract the ANTICIPATED AID from the corresponding term charges to calculate amounts due.

If mailing a check, make check payable to Michigan State University and please include your Student ID #.

### Account Details

All account activity, including payment plan installment information, can be found at [student.msu.edu](http://student.msu.edu)

#### Account Notes:

- Your student account must be paid in full, or an official payment plan must be established by the due date, to avoid a late fee of \$30 and HOLD that will prevent changes to your current class schedule and future enrollment.
- Students are responsible for any charges from financial aid revisions or enrollment changes, even if a refund has been issued. To avoid account disruptions, we suggest checking your bill periodically. Contact the Office of Financial Aid with questions.
- Payments may be made online via ACH, credit card, select 529 plans, and international payments at student.msu.edu (Select "Student Accounts" tile > "Go to My Account" > "Make a Payment") or by mailing a check to the address above.
- Aid will begin to be applied to students' accounts the week prior to the start of your summer classes.

### Monthly Activity

<b>Previous Statement Balance</b>	<b>\$0.00</b>
-----------------------------------	---------------

Current Activity				
Date Posted	Term	Description	Charges	Credits
04/11/2025	Summer 2025	ASMSU Tax	21.00	
04/11/2025	Summer 2025	FM Radio Tax	5.00	
04/11/2025	Summer 2025	Instate UG Senior Tuit	4,313.75	
04/11/2025	Summer 2025	State News Tax	7.50	

<b>Statement Balance (does not reflect ANTICIPATED AID)</b>	<b>\$4,347.25</b>
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# Billing Statements Explained

## Account Details:

- Important billing-related messages and reminders are listed in this section

## Monthly Activity:

- Beginning with the previous statement balance, this section contains all activity from the prior bill, followed by the current statement balance.

### MICHIGAN STATE UNIVERSITY

Michigan State University  
 Student Accounts  
 426 Auditorium Rd Room 140  
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<b>Previous Statement Balance</b>	<b>\$0.00</b>
-----------------------------------	---------------

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04/11/2025	Summer 2025	Instate UG Senior Tuit	4,313.75	
04/11/2025	Summer 2025	State News Tax	7.50	

<b>Statement Balance (does not reflect ANTICIPATED AID)</b>	<b>\$4,347.25</b>
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# Billing Statements Explained

These sections of the billing statement will only be present if applicable to the student receiving the bill.

Anticipated Financial Aid: Financial aid that is pending disbursement.

Payment Plan Information: If you have signed up for a payment plan, your installments will be listed along with the amount that remains due on each due date.

Enrollment Information: If you are enrolled for the current semester, your courses and credits will be listed.

Service Indicator Holds: Certain holds on your account may be listed here for awareness.

Anticipated Financial Aid (Can only offset charges from the same term)			
Expiration Date	Term	Description	Amount
06/10/2025	Summer 2025	PELL-FED Pell Grant	-860.00
<b>TOTAL ANTICIPATED FINANCIAL AID (NOT INCLUDED IN STATEMENT BALANCE)</b>			<b>-\$860.00</b>

Payment Plan Information		
Due Date	Payment Plan	Amount Due
02/01/2025	Spring 2025 3 Month Payment Plan	0.00
03/01/2025	Spring 2025 3 Month Payment Plan	450.17
04/01/2025	Spring 2025 3 Month Payment Plan	450.16

Enrollment Information			
Course	Term	Course Title	Credit Hours
CHS 302	Spring 2025	Third-Year Chinese II	4.00
CHS 350	Spring 2025	Studies in Chinese Language	3.00
IAH 202	Spring 2025	Europe and the World (I)	4.00
LIN 450	Spring 2025	Child Language Acquisition	3.00
Total Credit Hours			14.00

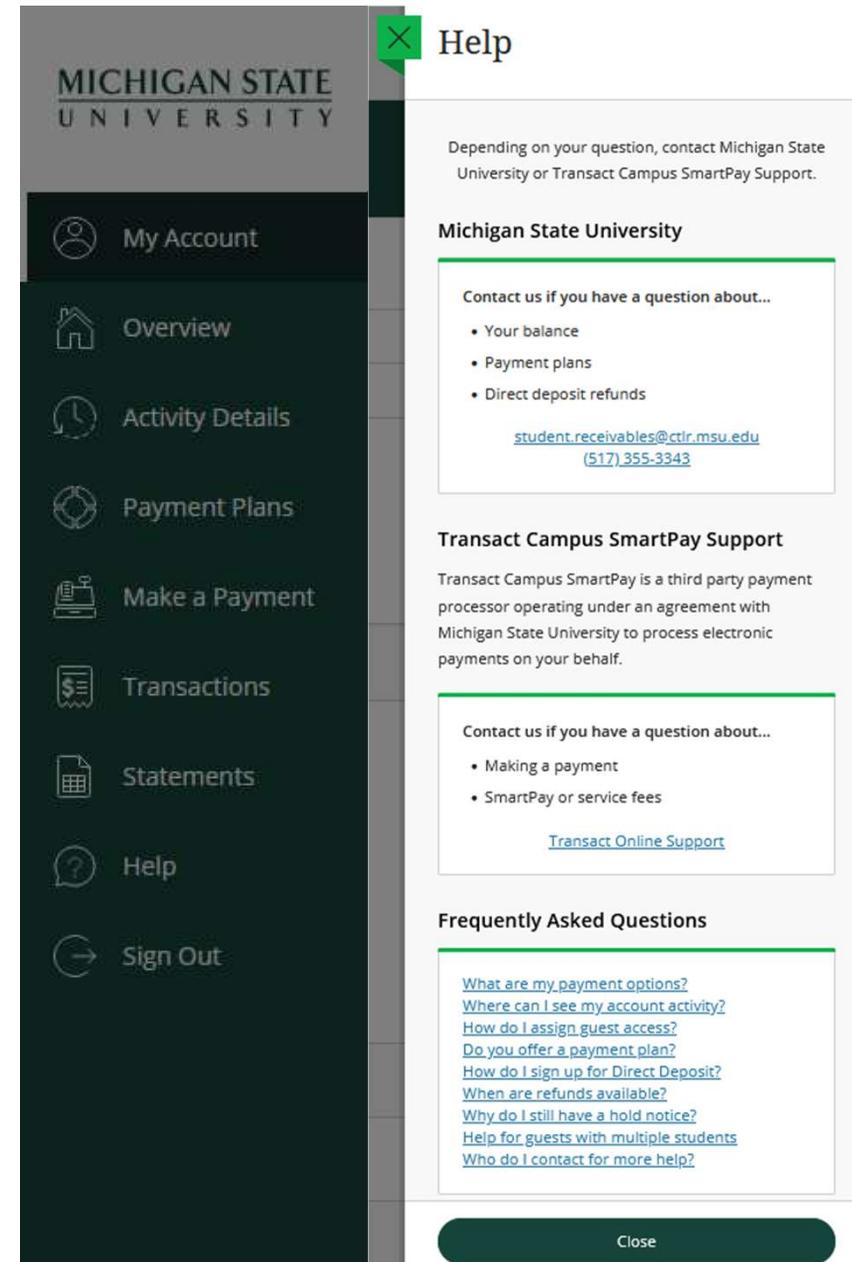
Service Indicator Holds	
Service Indicator	Description
S00	Overdue Student Account

# Help Center

The Help Center can be accessed by clicking the Help menu option or by clicking the question bubble in the bottom right-hand corner of any menu screen.

From the Help Center you can:

- Find out who to contact for questions about your balance, payment plans, direct deposit, making a payment and service fees
- View a list of Frequently Asked Questions



The screenshot shows the Michigan State University mobile app interface. On the left is a dark navigation menu with the university logo at the top and the following options: My Account, Overview, Activity Details, Payment Plans, Make a Payment, Transactions, Statements, Help, and Sign Out. The 'Help' option is highlighted. On the right, the 'Help' modal is open, displaying contact information for Michigan State University and Transact Campus SmartPay Support, along with a list of frequently asked questions.

**MICHIGAN STATE UNIVERSITY**

**Help**

Depending on your question, contact Michigan State University or Transact Campus SmartPay Support.

**Michigan State University**

Contact us if you have a question about...

- Your balance
- Payment plans
- Direct deposit refunds

[student.receivables@ctir.msu.edu](mailto:student.receivables@ctir.msu.edu)  
[\(517\) 355-3343](tel:5173553343)

**Transact Campus SmartPay Support**

Transact Campus SmartPay is a third party payment processor operating under an agreement with Michigan State University to process electronic payments on your behalf.

Contact us if you have a question about...

- Making a payment
- SmartPay or service fees

[Transact Online Support](#)

**Frequently Asked Questions**

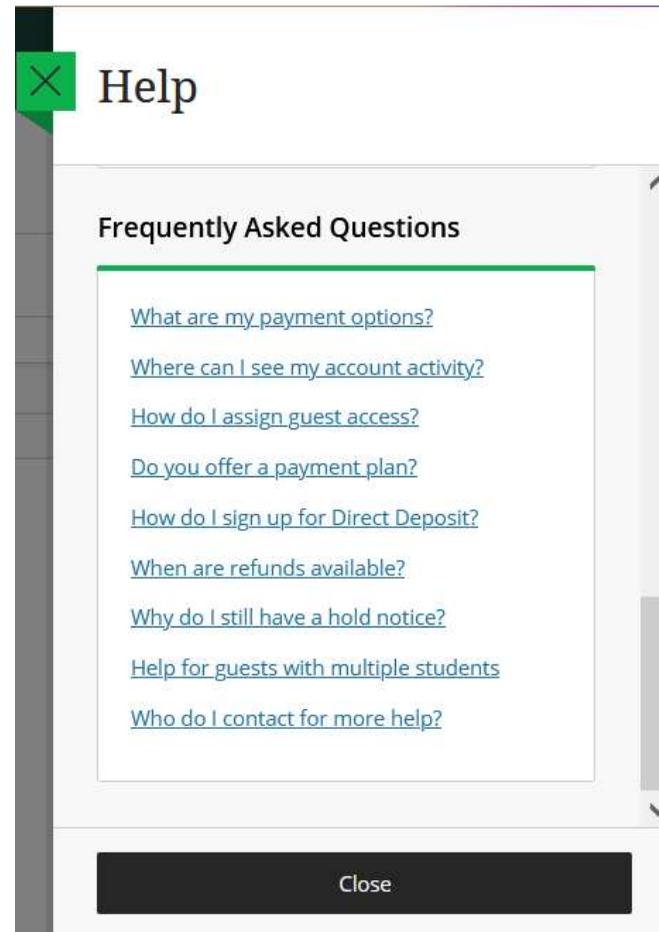
- [What are my payment options?](#)
- [Where can I see my account activity?](#)
- [How do I assign guest access?](#)
- [Do you offer a payment plan?](#)
- [How do I sign up for Direct Deposit?](#)
- [When are refunds available?](#)
- [Why do I still have a hold notice?](#)
- [Help for guests with multiple students](#)
- [Who do I contact for more help?](#)

Close

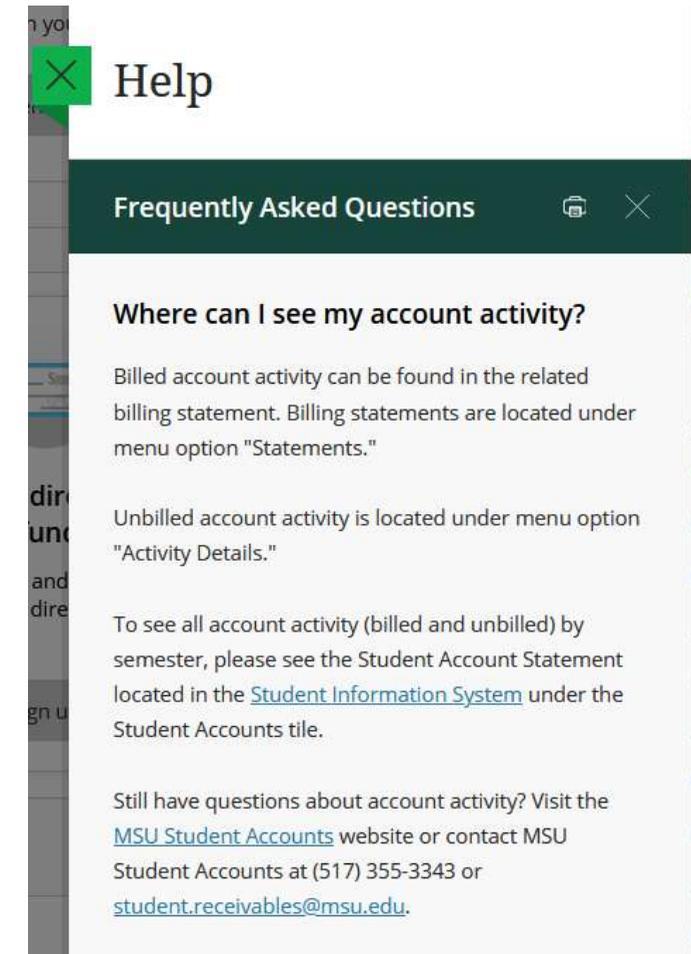
# Help Center

## Frequently Asked Questions

- Clicking a question link provides a printable answer and who to contact for more information



A screenshot of a 'Help' modal window. The title bar is green with a white 'X' icon and the word 'Help'. Below the title bar is a dark green header with the text 'Frequently Asked Questions' and a white 'X' icon. The main content area is white and contains a list of eight blue hyperlinks: 'What are my payment options?', 'Where can I see my account activity?', 'How do I assign guest access?', 'Do you offer a payment plan?', 'How do I sign up for Direct Deposit?', 'When are refunds available?', 'Why do I still have a hold notice?', 'Help for guests with multiple students', and 'Who do I contact for more help?'. At the bottom of the modal is a black button with the text 'Close'.



A screenshot of a 'Help' modal window showing the answer to a question. The title bar is green with a white 'X' icon and the word 'Help'. Below the title bar is a dark green header with the text 'Frequently Asked Questions' and a white 'X' icon. The main content area is white and contains the following text:  
**Where can I see my account activity?**  
Billed account activity can be found in the related billing statement. Billing statements are located under menu option "Statements."  
Unbilled account activity is located under menu option "Activity Details."  
To see all account activity (billed and unbilled) by semester, please see the Student Account Statement located in the [Student Information System](#) under the Student Accounts tile.  
Still have questions about account activity? Visit the [MSU Student Accounts](#) website or contact MSU Student Accounts at (517) 355-3343 or [student.receivables@msu.edu](mailto:student.receivables@msu.edu).

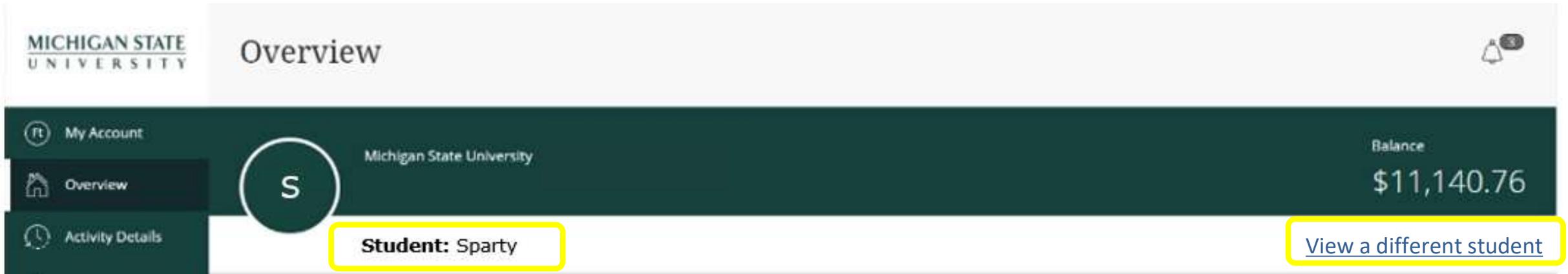
# Guest Access to My MSU Account

Guest access is granted in the student portal: <https://student.msu.edu>

- Under My Profile, select “Share my information electronically”
- Select “View student account”

Guest access helpful hints:

- Guests with multiple students can switch between student accounts by clicking the “View a different student” link
- Guests and students cannot view or edit each other’s saved payment information



MICHIGAN STATE UNIVERSITY

## Overview

My Account

Overview

Activity Details

S

Michigan State University

Balance

\$11,140.76

**Student: Sparty**

[View a different student](#)

For more information or assistance about your  
student account, please contact the  
**Spartan One-Stop**

Email: [onestop@msu.edu](mailto:onestop@msu.edu)

Phone: (517) 432-8000

In-person: Hannah Administration Building  
426 Auditorium Road, Room 140

Hours: Monday – Thursday 9:00am-4:30pm, Friday 9:30am-4:30pm

Student Accounts website: <https://ctrl.msu.edu/student-accounts>