How Parents/Guardians Access Student Information Through MyPack Portal

The parent or guardian will receive a confirmation e-mail in their inbox once the student has assigned them online access. Open the e-mail to begin confirmation of the online access.

1. You will receive an e-mail from enrollment@ncsu.edu in your personal account inbox.

2. Select the “Complete Account Setup” link in the confirmation email.
3. A new window will open with a message requesting you to create a password. Select the “Submit” button once complete.

Hello Parent or guardian,

Susie Student, a student at North Carolina State University has indicated that you are to be provided access to this individual's student information.

In order to complete the account set-up, please create a password for your account. The password you create will be case-sensitive and subject to a password strength test. The password must:

- be at a minimum eight characters in length
- be no longer than 36 characters
- not contain embedded spaces
- not contain the student's name
- not have been previously used as a password for this purpose

In addition, we recommend that the password you choose:

- contain at least one alpha character
- contain at least one numeric digit
- contain at least one special character

Please enter the password of your choice in the boxes provided below:

Please enter a password:  
Please re-enter the same password:  

Please record the password in a secure location for future reference.

Please press [submit] to continue
4. You will receive a confirmation page. Select the “Submit” button to enter the MyPack Portal and view your student’s information.

5. After logging in to the MyPack portal, the “Parent/Guardian Access” page will be displayed. Select the “Student Account/Billing/Payment” link to view the student’s financial information.
6. After clicking the “Student Account/Billing/Payment” link, you will arrive at the following page.

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### Please review these important messages

**General Information**

University Cashier’s Office Website: [http://www.fis.ncsu.edu/cashier/](http://www.fis.ncsu.edu/cashier/)

Please verify your direct deposit and 1099-T tax form tabs to ensure that you have enrolled in our electronic services.

To make a secure online payment, please click the red "Make a Payment Button" on the billing or payments tab - be sure your pop up blockers are disabled.

Students with past due balances will not be able to register for future terms. To receive transcripts or diplomas, all charges should be paid in full. Financial aid cannot be used to pay prior term charges.

**Important Dates:**

- Spring Billing begins November 6
- Due Date for Spring is December 6
- Late Registration begins November 20

You must have full payment, approved and accepted financial aid, sponsorship, or monthly payment plan by the due date or your schedule may be canceled.

Billing statements and current account balance (“What I Owe”) can be found on the billing tab. Balances on your Billing Statements will not change. You can see your current balance in the “What I Owe” section on the billing tab. All transactions can be seen (and downloaded) on the account history tab.

To set up Parent/Guardian access, students should select Student Self Service -> Campus Personal Information -> Parent/Guardian Access. If this is not competed, parents will not have access to the student account, will not be notified of bills and will not be able to pay online.

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**Student Health Insurance News**
7. To view billing statements and pay your account balance, click the billing tab.

8. You may select the date next to “Statement Date” to view the billing statement that was issued to you on that date.

9. To pay your account balance, click the “Make a Payment” button.

10. You may also select the “Account History” tab to view all activity on your account.