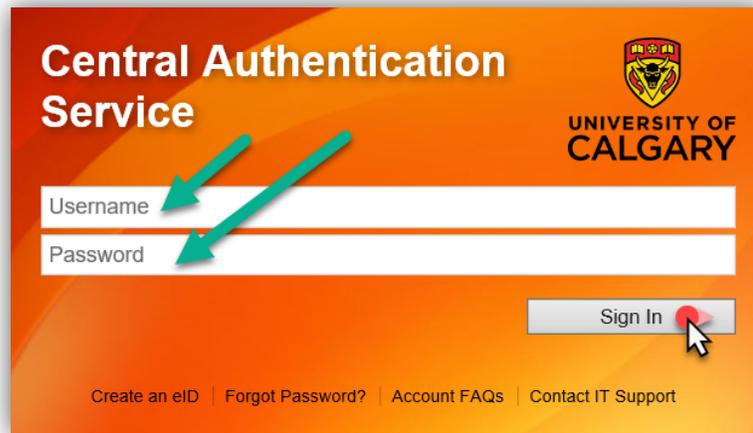


If you are seeing a **negative balance** on your account summary, this reflects a **credit**. Overpayments will automatically transfer to your next active term. Alternatively, you can request a refund through your Student Services Centre. Refunds are issued in the form of a cheque. The following instructions will guide you on how to request a refund and/or view the status of previous request.

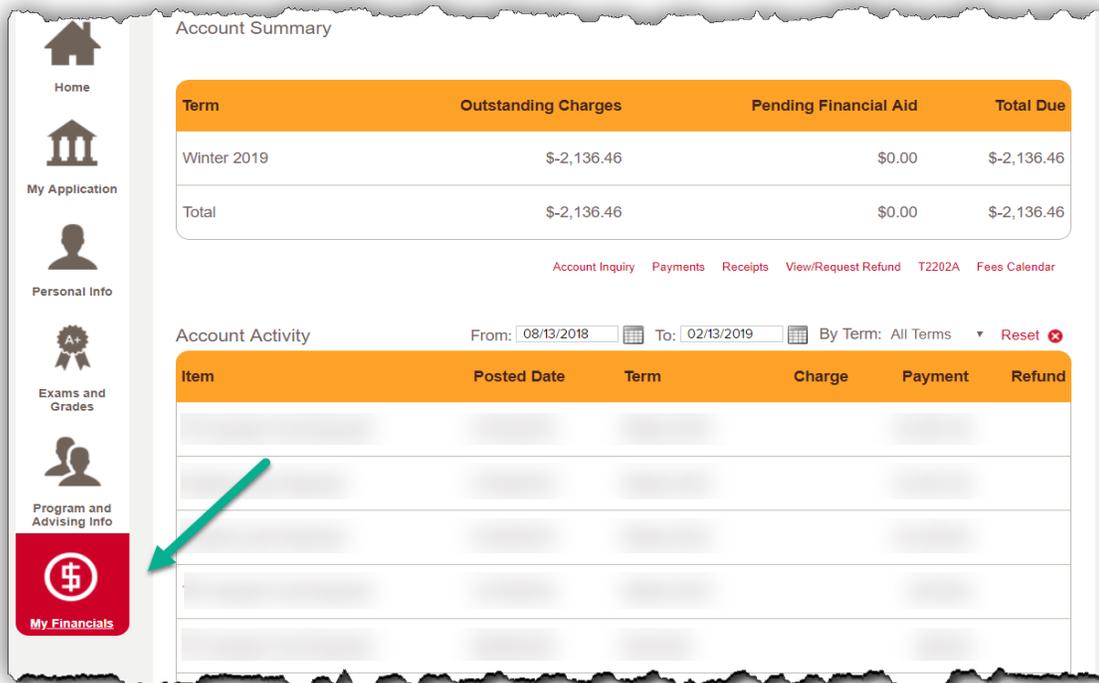
NOTE: If the credit on your account is due to an award disbursement, the balance will be refunded by auto-deposit based on the banking information you provide.

1. Log into MyUofC portal



The image shows the 'Central Authentication Service' login page for the University of Calgary. It features a title bar with the university logo and name. Below the title are two input fields: 'Username' and 'Password'. A red arrow points to the 'Sign In' button. At the bottom, there are links for 'Create an eID', 'Forgot Password?', 'Account FAQs', and 'Contact IT Support'.

2. After logging into the MyUofC portal, you can request a refund from the **My Financials** page



The screenshot shows the 'My Financials' page in the MyUofC portal. The page has a sidebar with navigation icons for Home, My Application, Personal Info, Exams and Grades, and Program and Advising Info. The main content area is titled 'Account Summary' and contains a table with the following data:

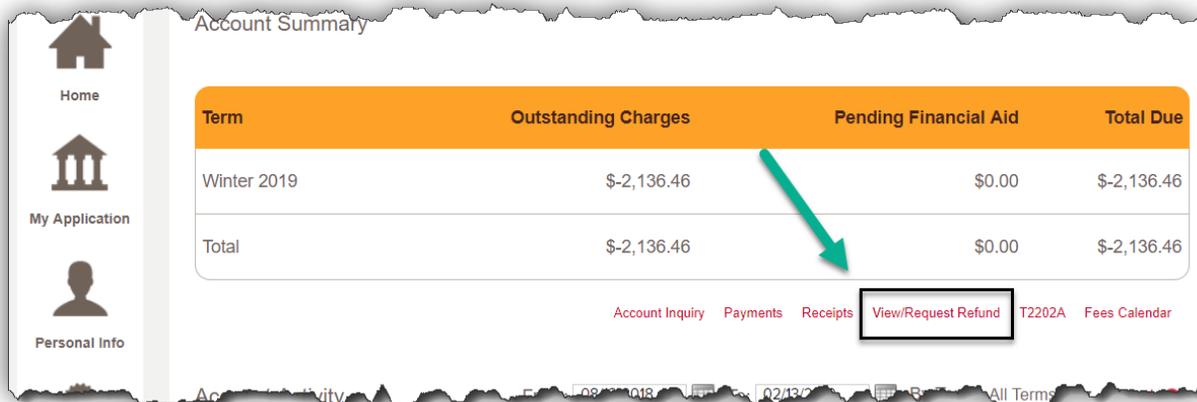
Term	Outstanding Charges	Pending Financial Aid	Total Due
Winter 2019	\$-2,136.46	\$0.00	\$-2,136.46
Total	\$-2,136.46	\$0.00	\$-2,136.46

Below the table are links for 'Account Inquiry', 'Payments', 'Receipts', 'View/Request Refund', 'T2202A', and 'Fees Calendar'. The 'Account Activity' section includes filters for 'From' (08/13/2018), 'To' (02/13/2019), and 'By Term' (All Terms). A table below this section has columns for 'Item', 'Posted Date', 'Term', 'Charge', 'Payment', and 'Refund'. A red arrow points to the 'My Financials' icon in the sidebar.

Fees & Financials

View/Request Refund

3. Under the **Account Summary**, click on **View/Request Refund**.

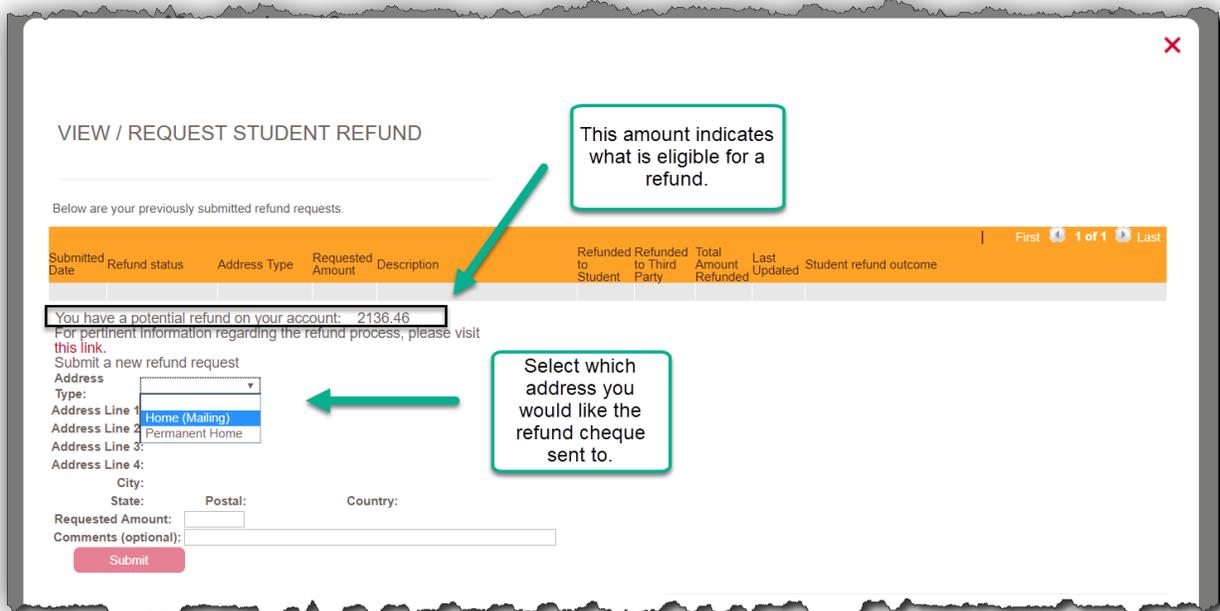


Account Summary

Term	Outstanding Charges	Pending Financial Aid	Total Due
Winter 2019	\$-2,136.46	\$0.00	\$-2,136.46
Total	\$-2,136.46	\$0.00	\$-2,136.46

Account Inquiry Payments Receipts **View/Request Refund** T2202A Fees Calendar

4. On this screen, you will see the details of how much can be requested, as well as select the address that you want the cheque issued to.



VIEW / REQUEST STUDENT REFUND

Below are your previously submitted refund requests.

Submitted Date	Refund status	Address Type	Requested Amount	Description	Refunded to Student	Refunded to Third Party	Total Amount Refunded	Last Updated	Student refund outcome
You have a potential refund on your account: 2136.46									

For pertinent information regarding the refund process, please visit [this link](#).

Submit a new refund request

Address Type:

Address Line 1:

Address Line 2:

Address Line 3:

Address Line 4:

City:

State:

Postal:

Country:

Requested Amount:

Comments (optional):

5. Enter the **amount** you want refunded and any additional **comments**, then **Submit** the request

VIEW / REQUEST STUDENT REFUND

Below are your previously submitted refund requests.

Submitted Date	Refund status	Address Type	Requested Amount	Description	Refunded to Student	Refunded to Third Party	Total Amount Refunded
<p>You have a potential refund on your account: 2136.46 For pertinent information regarding the refund process, please visit this link. Submit a new refund request</p> <p>Address Type: <input type="text" value="Home (Mailing)"/></p> <p>Address Line 1: Address Line 2: Address Line 3: Address Line 4: City: State: <input type="text"/> Postal: <input type="text"/> Country: <input type="text"/></p> <p>Requested Amount: <input type="text" value="2136.46"/></p> <p>Comments (optional): <input type="text"/></p> <p><input type="button" value="Submit"/></p>							

6. You can view the status of a submitted request at the top of this page

VIEW / REQUEST STUDENT REFUND

Below are your previously submitted refund requests.

Submitted Date	Refund status	Address Type	Requested Amount	Description	Refunded to Student	Refunded to Third Party	Total Amount Refunded	Last Updated	Student refund outcome
<p>The amount owing on your account: 0.00 For pertinent information regarding the refund process, please visit this link.</p>									

7. A cheque will be mailed within three to six weeks of submitting your refund request.

NOTE: If the initial payment was made by cheque, a refund cannot be issued until three weeks after the date the cheque was deposited to your student account.

8. For any inquiries regarding a current refund request, please contact **Student Receivables** at student.receiveables@ucalgary.ca.

End of Procedure.

Related Guides: Fees & Financials – Understanding Your Fees