

## Welcome UD Students! Here is some helpful information from Student Accounts -

**MyUD** is the hub for all things Student Accounts. Once logged in, you have the opportunity to navigate through multiple areas of importance.

### Transact:

- Through our partnership with Transact, we've implemented a streamlined process for accessing, reviewing your account and submitting online payments.
- **To access your account:**
  - Login to MyUD <https://my.dbq.edu>
  - Click on the **Student** tab - **Student Accounts** on the left side column. If utilizing your phone, look for the arrow towards the bottom of the page.
    - View Balance and Make a Payment' – redirected to the overview landing page of Transact.

### Additional Access:

- As a student, you have the ability to invite others, like your parents, grandparents, etc. to have access to your account by sending a payer invitation (My Account – Payers – send a payer invitation). You will need their valid email address.
  - Please note, inviting said individual to have access to Transact (Parent Portal), does not give them access to account information if they contact Student Accounts. You must complete your **FERPA Waiver** with the Registrar's Office.

### Statements:

- They are posted the first week each month.
- If you do NOT owe, you will NOT receive a statement.
- You can view your balance due for Fall semester on July 1<sup>st</sup> and Spring semester on December 1<sup>st</sup>.
- If transactions are completed on your account after statements are posted, you will not receive an updated version.
- We encourage you to regularly review your account under **Activity Details** or your **Overview** landing page once logged in online via MyUD.

### Acceptable Online Payments:

- Transactional fees do apply.
- New Credit Card: American Express, Discover, MasterCard & Visa
- New Bank Account: eCheck (ACH) with your savings/checking & routing number
- 529/College Savings Plan

### Acceptable in person Payments:

- Credit Card: Discover, MasterCard, and VISA (There is a transactional fee when using a card).
- Check
- Cash

### Payment Due Dates:

- Semester Balances must be paid in full on the given due date.
- Accounts carrying a balance will be placed on hold.
  - An account on hold cannot register for upcoming semesters.
- Unpaid balances (except balances set up on a payment plan and work study) will be subject to an 18% annual finance charge (approximately 1.5% each month), which is assessed at the end of each month.
  - **Fall Semester due date is August 10<sup>th</sup>, 2025.**
  - **Spring Semester due date is January 10<sup>th</sup>, 2026.**

**Electing to ENROLL in a Payment Plan:**

- Click on View payment plan options via Transact.
- Payment plan enrollment opens the beginning of July for Fall and beginning of December for Spring, communication is sent directly to students.
- Payment plan enrollment ends the 10<sup>th</sup> day of class.
- Your Payment Plan will take your balance and divide into equal payments.
- There is a \$20.00 enrollment fee to participate (will be charged each semester).
- If opting into the Payment Plan, all payments must flow through Transact online.
- You must actively enroll online as there are no verbal agreements to participate.
- Payment Plans **DO NOT** carry over, so you must enroll each semester.

**Flight Students:**

- Your flight account will be opened once a payment is made towards your flight account. For questions regarding flight, please contact the Flight Office at 563-589-3732.
  - Flight students require a minimum of \$1,000.00 in their flight account to fly.
  - Helicopter students require a minimum of \$3,000.00 in their flight account to fly.

**Enrolling in a Meal Plan:**

- All students residing in residence halls (Chlapaty, Aitchison, Cassat, and Donnell) are **REQUIRED** to participate in Meal Plan A, B, or C. If a selection isn't received for you, you're automatically enrolled in Meal Plan B.
  - If you're not residing in the above four, you can still enroll in a plan as it is optional.
- Your selection is in place for the **ENTIRE** Semester.
  - After the FIRST day of classes, you cannot downgrade your selection.
  - You are able to upgrade.
- To complete, please log on to your MyUD (refer above) - Meal Plan 2025-2026.

**Our Important Takeaways:**

- Complete your **FERPA Waiver** (You can do this in the Registrar's Office).
  - This is mandatory to openly communicate with individuals supporting your schooling.
- We communicate with you (the student), and you communicate with the individuals supporting you.
  - If the individual supporting you would like direct communication, please have their email as your alternate.
- Utilize our online service partner Transact to manage your student account balance.
  - This will prevent an account hold.
- When reaching out to us, your student ID number is always the easiest way to identify you.
  - We encourage including in your email signature, along with your name and phone number.

**For additional support, please don't hesitate to reach out to Student Accounts:**

- Email: [studentaccts@dbq.edu](mailto:studentaccts@dbq.edu)
- Phone: 563-589-3708 or 563-589-3212
- In Person: Smith Hall (across from Sylvia's Coffee House)