

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 Centre. Refunds are usually issued in the form of a cheque, please see the website [here](#) for further information. The following instructions will guide you on how to request a refund and/or view the status of previous request.

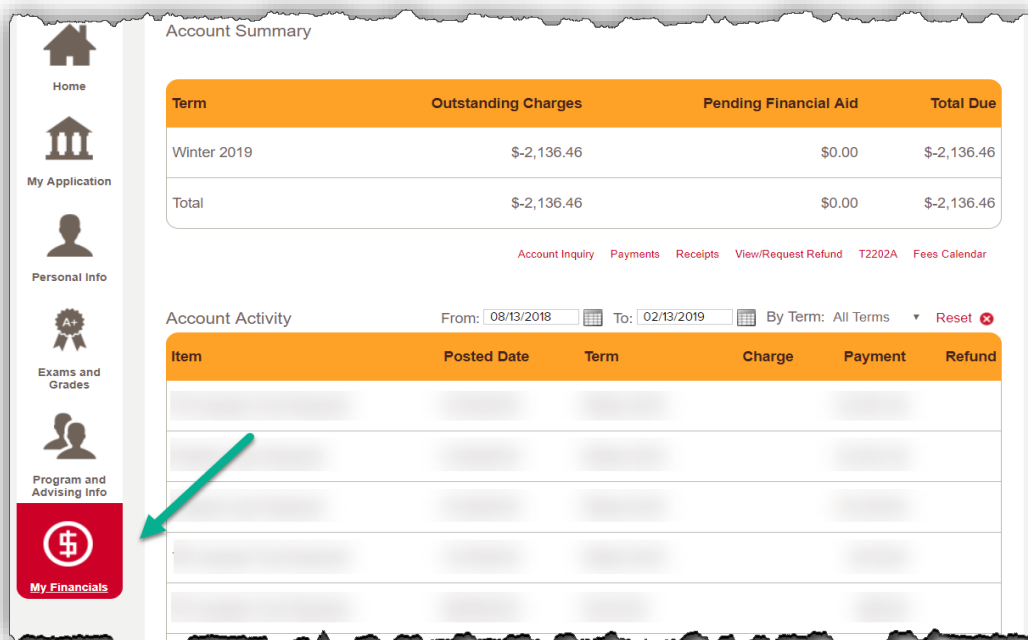
NOTE: If the credit on your account is due to an award disbursement, the balance will be refunded by auto-deposit based on the banking information you provide.

1. Log into MyUofC portal.



The image shows the Central Authentication Service login page for the University of Calgary. It features a title "Central Authentication Service" and the university logo. There are two input fields: "Username" and "Password", both with green arrows pointing to them. A "Sign In" button is located below the fields, with a mouse cursor hovering over it. 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.

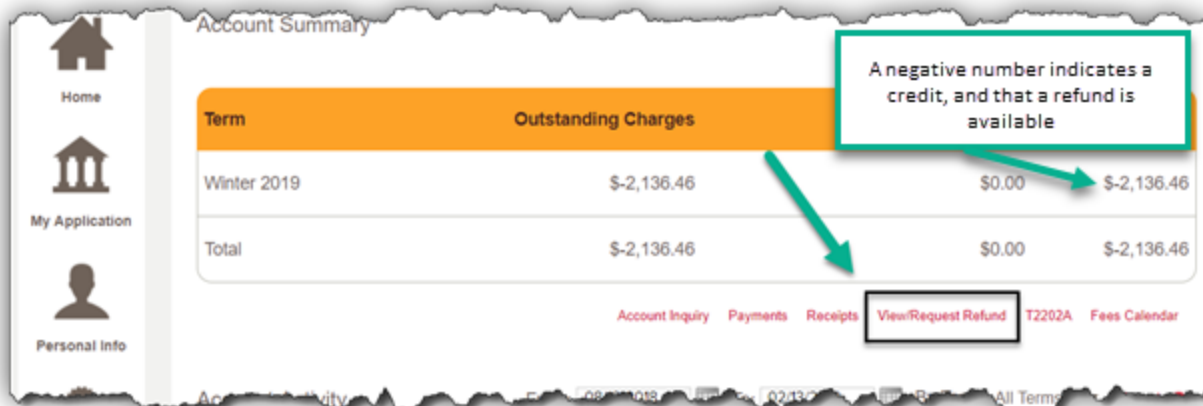


The image shows the MyUofC portal account summary page. On the left is a navigation menu with icons for Home, My Application, Personal Info, Exams and Grades, and Program and Advising Info. The main content area is titled "Account Summary" and contains a table with the following data:

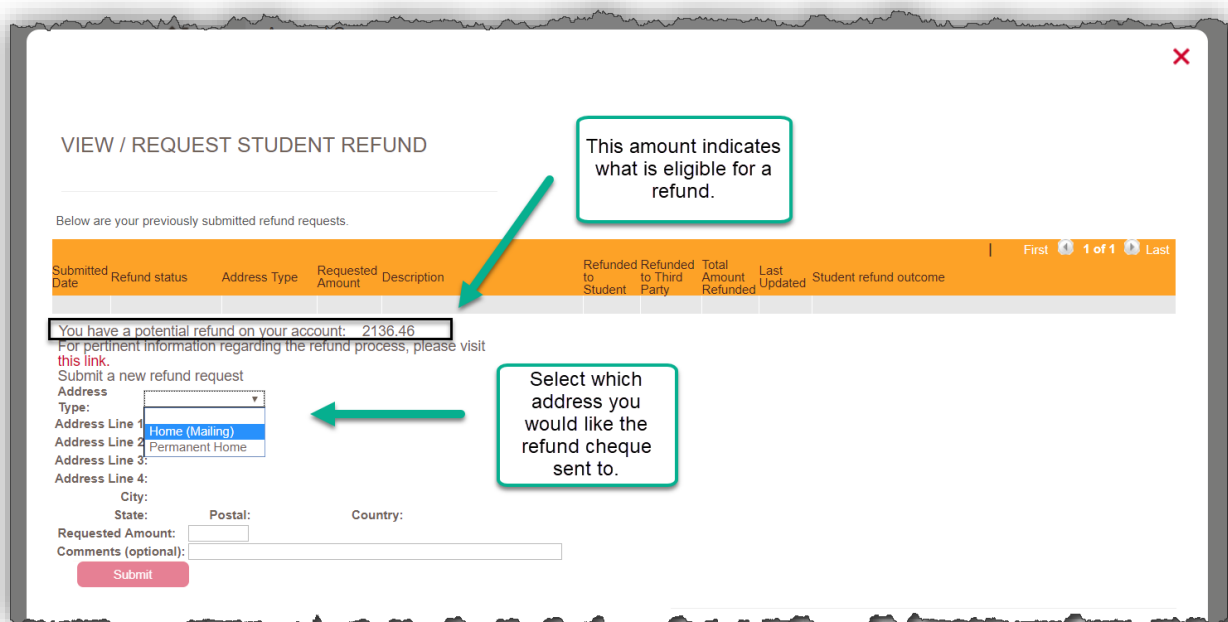
Term	Outstanding Charges	Pending Financial Aid	Total Due
Winter 2019	\$-2,136.46	\$0.00	\$-2,136.46
Total	\$-2,136.46	\$0.00	\$-2,136.46

Below the table are links for "Account Inquiry", "Payments", "Receipts", "View/Request Refund", "T2202A", and "Fees Calendar". Under "Account Activity", there are filters for "From: 08/13/2018", "To: 02/13/2019", and "By Term: All Terms". A "Reset" button is also present. At the bottom of the page, there is a "My Financials" button with a dollar sign icon, which is highlighted with a green arrow.

3. A term showing a negative number indicates a credit on the account, and that a refund should be available. To request a refund, under the **Account Summary**, click on **View/Request Refund**.



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.



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
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: Home (Mailing) ▾ Address Line 1: Address Line 2: Address Line 3: Address Line 4: City: State: Postal: Country: Requested Amount: 2136.46 Comments (optional): <input type="button" value="Submit"/>							

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
The amount owing on your account: 0.00 For pertinent information regarding the refund process, please visit this link .									

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 submit a "Refund Status Inquiry" Service Request through your [Student Portal](#). Instructions for submitting a Service Request can be found [here](#).

End of Procedure.

Related Guides: Fees & Financials – Understanding Your Fees