



THE LONDON SCHOOL  
OF ECONOMICS AND  
POLITICAL SCIENCE ■



# USING THE STUDENT FINANCE HUB



# Contents

<b>ACCESSING THE FINANCE HUB</b>	<b>1</b>
<b>LOGIN PAGE</b>	<b>1</b>
<b>LANDING PAGE</b>	<b>2</b>
<b>MENU OPTIONS</b>	<b>2</b>
<b>MY DETAILS</b>	<b>3</b>
<b>MY FINANCE</b>	<b>4</b>
<b>VIEWING AND DOWNLOADING TUITION AND ACCOMMODATION FEE PAYMENT PLANS</b>	<b>8</b>
<b>TUITION AND ACCOMMODATION FEE PAYMENT PLANS</b>	<b>9</b>
<b>VIEWING AND DOWNLOADING A STATEMENT</b>	<b>12</b>
<b>VIEWING MY SCHOLARSHIPS</b>	<b>13</b>
<b>VIEWING MY US FEDERAL LOANS</b>	<b>14</b>
<b>PAYMENT LINK</b>	<b>14</b>
<b>CONTACT US</b>	<b>15</b>
<b>REFUND REQUEST</b>	<b>16</b>
<b>BANK DETAILS</b>	<b>18</b>
<b>MY REPORTS</b>	<b>18</b>
<b>USER GUIDES</b>	<b>19</b>
<b>FRAUD</b>	<b>19</b>
<b>ANNOUNCEMENTS</b>	<b>19</b>
<b>DIFFICULTIES ACCESSING THE FINANCE HUB</b>	<b>19</b>




# This guide should be read in conjunction with My LSE Finance Guide

## Accessing the Finance Hub

To access the Finance Hub please visit <https://lse.t1cloud.com/>

For security reasons you will be required to log in and authenticate using your LSE network account (@lse.ac.uk) credentials.

## Login page



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Log on using your details


User name or email address

---

Password

---

Log On

Keep me logged on     Accessibility Mode 

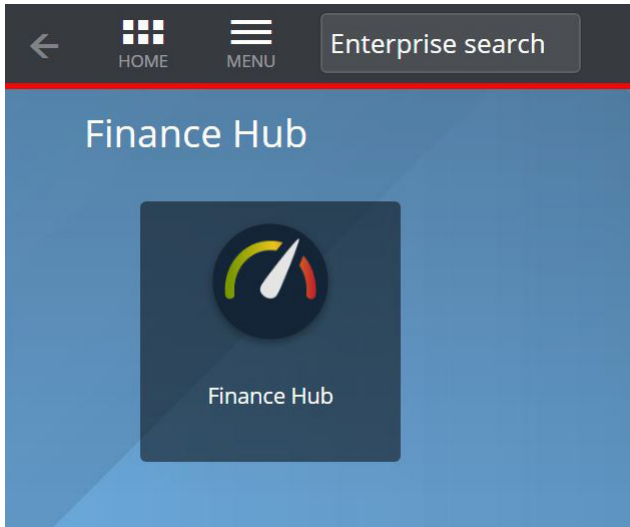
---

[Forgotten password?](#)



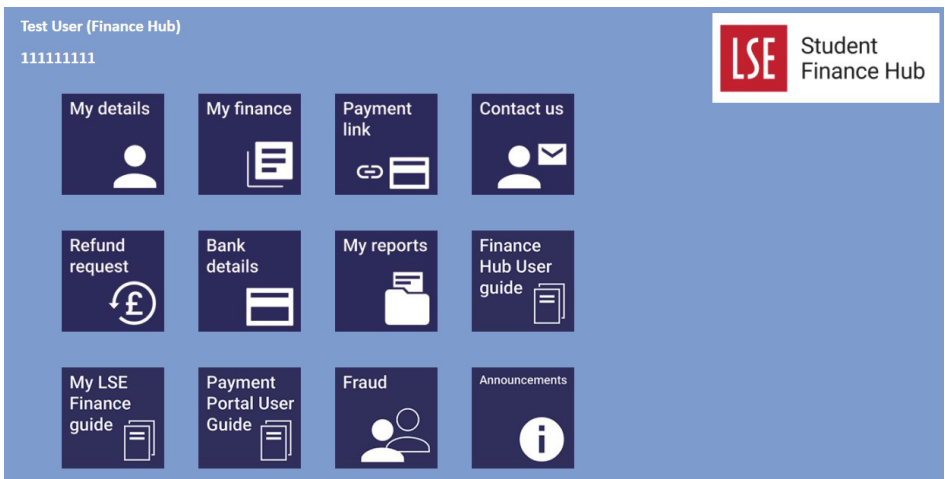
## Landing page

Once you have successfully logged in you will see the Finance Hub tile, you will need to click on this to progress.



## Menu Options

When you click on the Finance Hub Dashboard tile you will be directed to your homepage, the page will display twelve tiles.





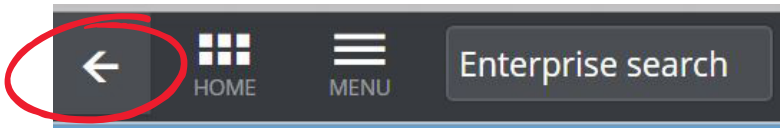
## My Details

This tile displays a summary of your personal details including contact address, email, phone number and current programme.

The tile will also display if you have provided third party consent, if there are any restrictions on your account for non-payment of tuition fees. Additionally, if you have provided bank account details for payment of an LSE scholarship, they will also display in this section.

Test-6 Šapa Aa-Record 200905477	Primary Address
Fee Status: HOME U.K. Mode of Attendance: FULL-TIME Enrolment Status: DIRECT ENROLLED 3rd Party Consent: NO 3rd Party Consent Details	Email Address Phone Mobile
Current Course/Programme TMHECSEX	Home Address
Bank Details: No Bank Details Found	

If you wish to navigate to your homepage you should click on the back arrow.





## My Finance

You can access your tuition and accommodation invoices and payment plans through the My Finance tile. You can view and download receipts, access a statement of your account and see a summary of your Scholarships. Students in receipt of Title IV Federal Student Loans can also access a summary of loans disbursed to date in USD and GBP.



### Viewing and downloading Tuition fee invoices, Accommodation fee invoices and receipts for payments

To View Tuition invoices click on the Tuition Invoice tile, you will be directed to a table which will summarise your invoices and credit notes.

Each invoice and credit note will have a unique reference number and date of generation.

The document type column will illustrate the type of invoice, for example Tuition Fees Invoice or Summer School Invoice. If you are sponsored, your sponsor invoice will be displayed here.

You can download a copy of your invoices or credit notes by clicking on the Download to my Reports button.

Test-6 Šapa Aa-Record

2009

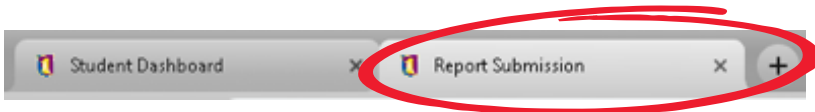
[Download to My Reports](#)

Tuition Invoices/Credit Notes

Date	Reference No	Description	Document Type	Currency	Amount
18/07/2019	SRI027885		Tuition Fees Invoice	GBP	40,000.00
10/07/2019	SRI027857	Test Fee Invoice Fees 2018/19 BSc in Management	Tuition Fees Invoice	GBP	12,570.00
10/07/2019	SRI027859	Test Summer School Summer School 2018/19 Session 1	Summer School Invoice	GBP	1,100.25

[Download to My Reports](#)

When you click on this option a new tab will open in your browser.





To run the report you first need to select which invoice or credit note, you can do this by navigating to the Report parameters option and clicking on the dropdown box and then selecting advance search.

Run Schedule Refresh

### Student Tuition Invoice

**Parameters**

**Criteria Details**

**Parameters**

- General
  - Description: Student Tuition Invoice
  - Category
- Report Parameters
  - Reference Number: Select Document
- Definition Details
  - Server Folder: \$XL1\_US (Custom XLOne Reports)
  - File Name: Student Portal\LSE\_FeeInvoiceV3.xlsx
  - Sheet Name: Sheet1
- Report Output Options

Once you have expanded the view in the advance search view you can select the document by hovering over the items in the value column.

**Reference Number**

Retrieve Clear

Value	Description
SRI027857	SRI027857
SRI027859	SRI027859
SRI027885	SRI027885



Your Report parameter box will now update with your selected Invoice or credit note, you can now proceed to run the report, click on Run. You will be advised that your report is being prepared and will be available under 'My reports' area.

**Run** **Schedule**

### Student Tuition Invoice

**Parameters**

**Criteria Details**

**Parameters**

- General**
  - Description: Student Tuition Invoice (232)
  - Category:
- Report Parameters**
  - Reference Number \*: Select Document

This view illustrates the user has selected a specific transaction in the report parameter view.

**Report Parameters**

Reference Number \*  
SRI027885

Once you click on the 'Run option' you will see an information message confirming that your report is being prepared.

**1 INFORMATION MESSAGE**

**i** Preparing your report Student Tuition Invoice. The report will be available under My Reports once it has been processed.

To navigate to your homepage to access the My Reports tile click on the back arrow.

**←** **HOME** **MENU** **Enterprise search**







Download

Salesforce Test Student

**Finance Division**

Houghton Street  
London  
WC2A 2AE

Tel: +44(0)20 7405 7686

Email: [fees@lse.ac.uk](mailto:fees@lse.ac.uk)

18/07/2019

[www.lse.ac.uk/FI/CC](http://www.lse.ac.uk/FI/CC)

Fees, Income and Credit Control Office

**Tuition Fees Invoice**

Invoice Number	SRI027885
Name	Salesforce Test Student
LSE Student ID Number	200905477
Academic Year	2019/0
Registration Status	R - REGISTERED STUDENT
Programme Name	TMHECSEX -
Fees Status	HUK - UK RESIDENT
Mode of Study	F - FULL-TIME
Amount of Fee (VAT exempt)	GBP 40,000.00

## Viewing and downloading Tuition and Accommodation fee Payment Plans



To view Tuition and Accommodation fee payment plans click on the relevant tile, you will be directed to a table which will summarise your plans.



## Tuition and Accommodation fee Payment Plans

When you click on the Payment Plan tile you will see a summary of invoices with 'linked payment plans. In the Payment Plan view you will see the full gross invoice the School has charged, together with a link to the payment plan if applicable.

Test-6 Sapa Aa-Record  
200905477

### Payment Plans

The following invoices have payment plans, click on the Payment/Instalment Plan number to print

Date	Invoice No	Description	Document Type	Amount	Payment Plan	Instalment PL...
10/07/2019	SRI027857	Test Fee Invoice Fees 2018/19 BSc in Management	Tuition Fees Invoice	12,570.00		<a href="#">000012</a>

Click on the hyperlink to display the Plan, when you click on the link a dialog box will open and you will be required to click submit to generate the Plan in My report area.



### Payment Plan Print

View in Reports when processed

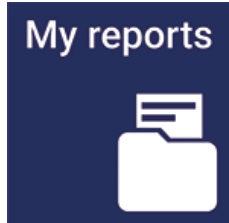
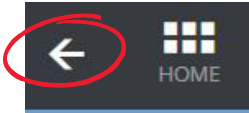
Student Id \* 247

Reference \* 000012

Submit Cancel



Click the back button until you are back to your homepage, then click on the My reports tile.



Select the report you would like to open – in this scenario you have run the Payment Plan report.

Note: this will open a new session in your browser, you should always close down the report browser after you have run your report.

You can rerun any report from the My reports area by selecting the drop-down arrow on the report (bottom right).

Search

Report Output Back-Office Reports

> 12 records.

- Student Tuition Invoice** 15-Aug-2019
- Student Tuition Receipt** 22-Jul-2019
- Student Tuition Invoice** 19-Jul-2019
- Student Statement** 02-Sep-2019
- Payment Plan** 02-Sep-2019
- Student Tuition Invoice** 02-Sep-2019

The screenshot shows a dashboard with a search bar at the top, navigation links for 'Report Output' and 'Back-Office Reports', and a list of 12 records. The 'Payment Plan' report is highlighted with a red circle, and its refresh button (a circular arrow) is also circled in red. Other reports include 'Student Tuition Invoice', 'Student Tuition Receipt', and 'Student Statement'. Each report card includes a thumbnail of the report content and a refresh button.



Download

## Payment Plan



As at: 15-Aug-2019

Student Id: ██████████

Student Name: Salesf

**Finance Division**

Houghton Street  
London  
WC2A 2AE

Due Date	Description	Installment Amount	Paid Amount
28/10/2019	BSc in Management	4190.00	0.00
28/01/2020	BSc in Management	4190.00	0.00
28/04/2020	BSc in Management	4190.00	0.00

Once you have selected the report you can download.

Download



## Viewing and downloading a Statement

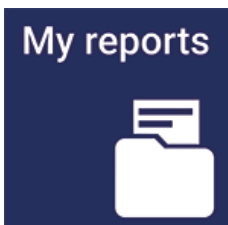


To View a statement click on the Statements tile, you will be directed to the report transmission page.

Click on Run to generate the statement, the statement will be available in My Reports tile.

The screenshot shows the 'Student Statement' configuration page. At the top, there are three buttons: 'Run' (circled in red), 'Schedule', and a refresh icon. Below the buttons, the page is titled 'Student Statement'. On the left, there is a sidebar with 'Parameters' and 'Criteria Details'. The main content area is titled 'Parameters' and contains several sections:

- General**
  - Description: Student Statement
  - Category: (empty field)
- Definition Details**
  - Server Folder: \$XL1\_US (Custom XLOne Reports)
  - File Name: Student Portal\LSE\_Statement.xlsx
  - Sheet Name: Sheet1
- Report Output Options** (collapsed)



Click on the My Reports tile, you will see all reports that you have run within the Hub. If you have run a report but not viewed it will be marked as UNREAD.



Select Student Statement, this statement will summarise all financial transactions.

**Download**

### Statement of Account

As at: 02-Sep-2019

Student Id: ██████████  
Student Name: Salesforce Test Student

**LSE** THE LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

**Finance Division**  
Houghton Street  
London  
WC2A 2AE

Date	Invoice/Receipt No	Description	Debit	Credit	Balance	Narrative	Due Date	Spensor	Academic Year
10/07/2019	SRI027857	Tuition Fees Invoice	12570.00		12570.00	Test Fee Invoice		Self-Financed	2018/9
10/07/2019	SRI027858	Accom Invoice	2800.00		15370.00	Test Accom		Self-Financed	2017/8
10/07/2019	SRI027859	Summer School Inv	1100.25		16470.25	Test Summer School		Self-Financed	2018/9
11/07/2019	000012	Tuit Fees Instalment		12570.00	3900.25	Changed to instalments			

## Viewing my Scholarships

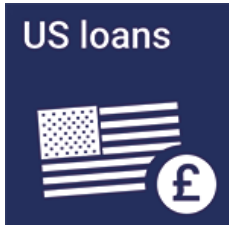


You can see a summary of your Scholarships by clicking on the Scholarships tile. You will be redirected to a table which will summarise your Scholarship for both fees and maintenance if applicable.

Scholarship Awards					
Date	Reference	Type	Description	Amount	
21/06/2019	SRC0007049	Scholarship Fee	SCHOL-F BEC 2018/ ██████████ MSc in Social Resear...	(4,180.80)	



## Viewing my US Federal Loans



You can see a summary of your Federal Loans by clicking on the US Loans tile. You will be redirected to a table which will summarise your loans including itemisation of tuition and Accommodation deductions, loans paid to you and USD \$ loans disbursed.

The transactions are displayed as US FED LOANS REC TUT (Tuition receipt), US FEDERAL LOAN JNL (Payment to student) US FED LOANS REC ACC (Accommodation receipt).

Note: Sallie Mae Private Loans are also available in this view.

US Loans					
Date	Reference	Type	Description		Amount
11/07/2019	AR0000614	US Federal Loan Journal	Paid Direct to Student		2,011.86
11/07/2019	5RR005168	US Federal Loans Receipt Tuition	From WUBS WUBS \$12534 GBP9491.86		7,480.00



### Payment link

By clicking on this link you will be redirected to the Schools payment portal, you will have to re-authenticate to access the payment portal.

Please be advised that you are not required to log into the Finance Hub to access the payment portal.

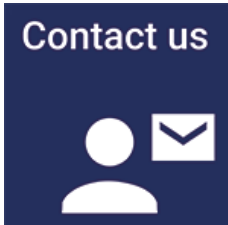
You can access the payment portal via [lsepportal.force.com/payments/s/fees](https://lsepportal.force.com/payments/s/fees)

Note: There is a separate guide for the payment portal.





## Contact us



You can Contact us by clicking on the contact us tile, your student ID, name and email address will auto populate.

Click on the dropdown list and choose your enquiry type, you should then enter details on your enquiry in the box directly below.

When you have submitted your request, a case will be created automatically in our help desk. A member of the Customer Support Team will respond to your case within 1-2 business days and aim to fully resolve your request within 3-5 business days.

If you have an attachment you need to submit you can drag it to the attachment area or click add. Once you have entered the details of your enquiry and attached any supporting documents you should click submit, this button is located at the top right of the page.

**Student Enquiry** Submit

^ **Enquiry Details**

**Student ID**

**Name**

**Email Address \***

**What does your enquiry relate to \***

**Please enter your enquiry details here \***

^ **Attachments**

Add any attachments here

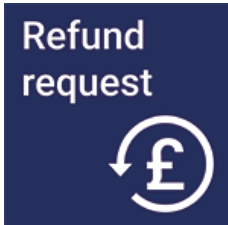
^ **Attachment Item**

Attachments

Drag new attachments here ... **+ Add**



## Refund request



You can submit a refund request by clicking on the refund request tile, you should select I am a student requesting a refund from the dropdown list.

When you have submitted your refund request, a case will be created automatically in our help desk. A member of the Customer Support Team will respond to your case within 1-2 business days and aim to fully resolve your request within 3-5 business days.

Your student ID and name will auto populate, you will need to complete all other fields on the form attaching any supporting documentation where required. Once you have completed the form you should submit for approval.

Refund Request

^ Details

Staff or Student

^ A I am a student requesting a refund

I am a staff member requesting a refund



## Refund Request

Submit for approval

### ^ Details

Staff or Student  
I am a student requesting a refund

### ^ Student Details

Forename \*  
Test-6 Sapa

Surname \*  
Aa-Record

LSE Student ID Number \*

### ^ Refund Request Details

Refund request for \*

Reason for the refund request \*

Amount requested in Pounds  
Sterling GBP \*  
0.00

Original Payment Source \*

Payment Reference \*

Payment Reference \* - This will be a unique payment reference from our payment service providers Secure Trading, Western Union and WPM

Date of Payment

Additional Notes

Once you have submitted your request successfully you will see 'Form Submitted' below



## Form Submitted

Thank you for your submission.

You can review and track the forms you have filled out by clicking [Forms](#) on your home page.

DONE



## Bank Details

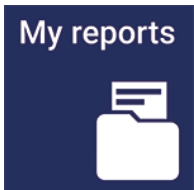


You can securely submit your U.K bank details so the school can pay your maintenance scholarships where applicable.

Once you submit your bank details they will be assessed and updated in the Schools finance system. Once the details have been validated, you will be able to view them via the My details tile.

**Note:** This tile should not be used for submitting bank details for U.S. Federal loans or for refunds.

## My reports



The My Reports tile is a central area to open and download reports you have run in the Finance Hub.

When you have generated a new report it will be marked as UNREAD.

Search

Report Output Back-Office Reports

> 12 records.

**Student Tuition Invoice**  
15-Aug-2019

**Student Tuition Receipt**  
22-Jul-2019

16 July 2019

**TUITION F** UNREAD  
(This receipt is NOT acceptable for)

Name	Saleforce Test Student
Student ID	
Date of Birth	
Amount Paid	£1,000.25
Payment Type	ST
Reference	3-8-0000774
VAT	Not Charged on uniser

**Student Tuition Invoice**  
19-Jul-2019

**Student Statement**  
02-Sep-2019

**Payment Plan**  
02-Sep-2019

Payment Plan

Start Date	End Date	Amount	Frequency
01/09/2019	30/09/2019	1000.00	Monthly
01/10/2019	31/10/2019	1000.00	Monthly
01/11/2019	31/12/2019	1000.00	Monthly

**Student Tuition Invoice**  
02-Sep-2019



You can undertake a number of actions against each report by clicking on the dropdown arrow, then selecting option such as download or re-run.

- View report
- Download
- Re-run
- Mark as read
- Archive
- Delete
- Tag
- Share

### User Guides



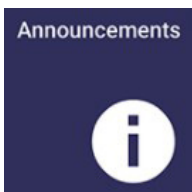
We have produced a series of guides to help you navigate your Finance at the LSE. You can click on the My LSE Finance Guide or Payment Portal User Guide, this will open a new window with the relevant Guide.

### Fraud



The LSE has produced an essential guide on payment security and fraud, click on the Fraud tile to access the material.

### Announcements



We will use this announcements tile to post specific updates about fees and student finance, be sure to check this announcements tile regularly.

### Difficulties accessing the Finance Hub

If you are having issues accessing the Finance Hub please send an email to [fees@lse.ac.uk](mailto:fees@lse.ac.uk)



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