SFA and Higher One® have partnered to provide a quicker, option-filled way to receive your student refund:

SFACard
A "refund" is money disbursed to you for financial aid awards, grants, or other money you are owed from your SFA student account.

This does not include student payroll.
Active your SFACard as soon as you receive it to select one of the following three refund methods:

**OneAccount** - Deposit to an FDIC-insured checking account from Higher One®

**Deposit to another account** - Direct deposit to the bank account of your choice

**Paper check** - Mailed to you

If you are due a refund and you do not select a refund preference, a check will be mailed to you after 21 days.
How is my refund processed?

1. SFA identifies which students are eligible for refunds and the amounts.
2. SFA wires the total amount for the disbursements to Higher One® along with the list of students and their respective refund amounts.
3. Higher One® distributes refunds based on each student’s selected refund preference.
Why do I need an SFACard?
I’m not expecting a refund.

Even if you are not currently expecting a refund, you may have one sometime during your SFA career. After all, you may decide to drop a class, you might receive a scholarship or assistance, or you may be due a deposit refund. Selecting a refund preference ensures you'll always receive your refunds in a timely manner.

Activate your SFACard and choose your refund preference.

DON'T DELAY!
How will I receive my SFACard?

Your SFACard will be delivered via U.S. mail to the mailing address you designated in mySFA. You will also receive an email from Higher One® at your SFA email address letting you know your SFACard has been mailed. Here is a sample of the bright green envelope you should look for in the mail:

If you have not yet received your SFACard, go to www.sfacard.com and click “Where’s My Card” or contact the SFA Business Office:

Phone: (936)468-6960
Email: businessoffice@sfasu.edu
In Person: 2nd floor Austin Building
Don’t Toss It!

You will keep the same SFACard during your entire SFA career. You may change your refund preference any time, so don’t toss your SFACard. You may need it later!
How do I get started?

Activating your SFACard and selecting your refund preference are done online. It’s fast and easy!

- Visit SFACard.com
- Under "Select Your Refund Preference," click the "Get Started" button

During the activation process you will be asked to:
- Establish a username (an email address) and password for login purposes
- Verify your identity
- Select a refund preference
- Create a PIN (if you elect to open a OneAccount)
- Select the type of notifications you would like to receive from Higher One®

After completion, you will receive an email from Higher One® with a confirmation code. Follow the instructions to confirm your email address.
How do I activate my SFACard?

Visit the website: www.sfacard.com

Click on Get Started
Activating my SFACard continued...

Enter your 16 digit SFACard number

Click continue
Authenticate my SFACard

Enter the Security Code from the back of your SFACard - it is the last 3 digits.

Enter the last 4 digits of your Social Security number.

Enter your email address (this will be your login ID)

Re-type your email address.

Click Continue
Review the three refund options to decide which one you prefer.

Note the refund processing times.

Click **Show Options** for more info to help you decide which is best for you.
Click on **Select** to choose your refund preference.

Note: You can choose a different preference at any time should you change your mind. So don’t throw your SFACard away!
Creating my SFACard profile

Depending on the refund preference you select, you will be asked to enter additional information to complete your profile. Follow the online instructions.
Congratulations, you’re finished!

**CONGRATULATIONS!**
Your refund preference is all set up.
What would you like to do next?

- **SET UP REFUND STATUS MOBILE ALERTS**
  Click to get started.

- **VIEW REFUND STATUS**
  Click to check.

- **LEARN ABOUT SMART MONEY MANAGEMENT**
  Click to learn more.
Can I get help without calling?

Yes, you can get answers fast and easily online.

Visit SFACard.com and click on EasyHelp.

EasyHelp is an interactive FAQ system that enables you to quickly and easily find answers to any questions you may have about your SFACard, account, or refund. EasyHelp is available 24 hours a day/7 days a week.

EasyHelp Basics
If you need to ask a question or review your support history, login to your account at SFACard.com and select the "EasyHelp" option from the "Customer Service" menu.
What does the EasyHelp system offer?

The EasyHelp system offers three tabs for your use.

- **The "Answers" Tab**
  Always try the "Answers" tab first. Higher One® writes answers for every question they receive and provides that information on the "Answers" tab for their customers to search quickly and easily.

- **The "Ask a Question" Tab**
  If you are unable to find an answer, you can use the "Ask a Question" tab. This is a feature Higher One® provides for you to contact their customer service representatives. It allows you to ask a question online and submit it securely. This also makes it easier to track your service requests!

- **The "Support History" Tab**
  This section will help you track your service requests. It will include feedback you have submitted, questions you have asked, and answers you have received.
What are Mobile Alerts?

Mobile Alerts are easy ways to stay in control of your money, right from your mobile phone. Stay informed on the go. Signing up is simple and free at SFACard.com.

Refund mobile alerts
• An automatic alert is sent to your mobile phone any time the status of your refund changes.
• Additional mobile alerts may be available, depending on the refund preference you selected.
How can I check the status of my refund?

You may check the status of your refund by logging on to www.sfacard.com using your email address and password. In the drop down menu under the "Refunds" tab, select "Refund Status & History." A new page will display the status of your refund and provide a history of your refund preferences.

NOTE: your refund can only be processed after it is released to Higher One® by SFA.
What if I still have questions?

Contact the SFA Business Office:

Phone: (936) 468-6960
Email: businessoffice@sfasu.edu
In Person: 2nd floor, Austin Building

We are happy to help!