



FREQUENTLY ASKED QUESTIONS

STUDENT ACCOUNTS

Login to InsideCBU

How to Login to Your Account

- Go to insidecbu.calbaptist.edu
- Login to InsideCBU using your student ID and password
- If you have successfully logged in, you will see your name in the top right corner
- Go to the "Student Accounts" Tab to access all steps below

Account Information

How to Find Your Semester Balance

- Login to the Student Accounts page via InsideCBU
- Click on the "Course and Fee Statement" icon
- Click on the "Course and Fee Statement" box
- Set the term for the correct semester
- Select "Generate My Course and Fee Statement"
- Click on the PDF link

How to Check Your Student Account Status

- Login to the Student Accounts page via InsideCBU
- Click on the "My Account Information" icon
- View the "Check Your Student Account Status" box
- Select the current semester to verify your Enrollment is Confirmed

One-Time Payment

How to make a One-Time Payment

- Login to the Student Accounts page via InsideCBU
- Click on the "Make Payment or Set-up Payment Plan" icon
- Select "Make a Payment" on the bottom right corner
- Click on "Student Account Payment"
- Enter the payment amount, select the appropriate semester, then click "Add to Payment"
*Note: If you are making a payment outside a current payment plan, enter \$0 under Payment Plan Term amount before continuing
- Scroll down to select "Continue"
- Enter the method of payment (credit card, bank payment)
- Select "I Acknowledge" to the terms and "Continue"
- Review and select "Pay" to submit payment

Pay as a Guest

How to make a One-Time Payment as a Guest

- Go to InsideCBU (insidecbu.calbaptist.edu)
- Click on the "Student Accounts" tab
- Click on "Make Payment or Set-up Payment Plan" icon
- Click on "Pay as a guest" at the bottom
- Enter student's CBU ID and Last Name
- Click on "Student Account Payment"
- Enter the payment amount, select the appropriate semester, then click "Add to Payment" then click on "Checkout"
- Follow the remaining prompts to complete payment

QR Code for Appointments



QR Code for Payments



Payment Plan Information

How to Setup a 4-Month Payment Plan

- Login to the Student Accounts page via InsideCBU
- Click on the "Make Payment or Set-up Payment Plan" icon
- Under Payment Plans, select "View Payment Plan Options"
- Enter the calculated balance on your Course and Fee statement in the "Plan Amount" field to be paid over the next 4 months
- Review your payment schedule and click "Enroll in Plan"
- Select "I Agree" then "Continue"
- Enter birthdate and phone number of the student in the listed format
- Select a method of payment (credit card or bank payment) to cover the \$35 enrollment fee, then click "Continue"
- Select "I acknowledge", "Continue", then "Pay" after Review
- Select "Set up auto pay" to authorize automatic monthly payments
- Follow the prompts to provide your method of payment and agree to the terms, then select "Complete"
- You will receive a confirmation email stating auto pay is activated
*Note: if you do not set-up automatic payments, please follow the steps below when making payments towards your plan

Direct Deposit

How to Setup Direct Deposit with ECSI

Refunds will be processed within 2 weeks or less in accordance with federal guidelines. The university is committed to processing refunds as quickly as possible.

- Go to <https://heartland.ecsi.net/index.main.html#/access/signin>, create Username and Password
- Fill out name, birthday, phone number and email address, then press continue
- Enter the country, address, city, state, and zip, then press continue.
- Create three security questions then press "Sign & Submit"
- "Sign in" to your account using the Username and password you created
- Enter the Security Question, press enter
- Press the "+" to connect their Direct Deposit Heartland Key
 - If you do not have your Heartland Key, please contact student accounts
- Once Heartland Key is entered with the Student ID#, press "Connect"
- Press "Update Delivery Method"
- Press "Select" under "Direct Deposit" to add bank account information
- Review your bank account information to make sure "Routing number and Account Number" are correct
- Press "Submit" to complete the Direct Deposit process.
*For assistance, please contact ECSI directly at 844.760.6052 or visit <https://heartland.ecsi.net/>

Immediate Access Book Charge

How to Opt-Out Each Semester

- Log in to CBU BLACKBOARD account
- Select the "Immediate Access" link on the left-hand side
- Click the "Immediate Access" link
- Select "Want to opt-out?"
- Select the reason in the drop-down box, then click "Opt-Out"
- You will see the "Opted Out" near a red caution symbol if successful
- Repeat the steps above for each Immediate Book Charge