



Customer User Guide *Version 1.3*
October 2016



- SELF SERVICE
- MAKE A PAYMENT
- SECURE MESSAGING
- RAISE AND TRACK QUERIES
- SUMMARY OF FINANCIALS
- VIEW YOUR ACCOUNT 24/7

 **FINANCE HUB**
PAYMENTS | SELF SERVICE | QUERIES | 24/7
<https://financehub.lse.ac.uk>

What is the LSE Finance Hub?

The Finance Hub is operated by the LSE Fees, Income and Credit Control team, the facility offers students and customers a convenient way to access financial information and make payments 24 hours a day, 365 days per year. The Hub can be used as a communication tool, and allows you to make requests and raise enquiries which are allocated to the appropriate support team within Finance.

How do I get access?

All customers will receive a welcome email advising **User ID** and initial **Password**. You must log in with these credentials, you will be required to update your password and enter a memorable word after you have logged in for the first time.

Email or Finance Hub?

The launch of the Hub will see the Fees, Income and Credit Control Team move away from query handling via email to managing requests submitted from within the Hub. This will offer transparency for you and the School and allow us to fully track all requests.

The Data in my account summary is incorrect?

Although the School makes every effort to ensure the information contained within the Hub is correct and up to date there may be instances where your account is pending an update. If you identify any issues, please submit a request within the Hub clearly outlining the issue.

I cannot access my account; can the Finance Division reset my password?

The Finance Division does not have any access to your login credentials; you should never share your password or memorable word with anyone. If you cannot remember your password you should use the **Forgotten Password** facility within the Hub, this is a standard feature used across most web based applications.

Account number

At the LSE accounts have a predefined structure that begins 1-, with TRIUM programme the only exception where the accounts begin 3-,

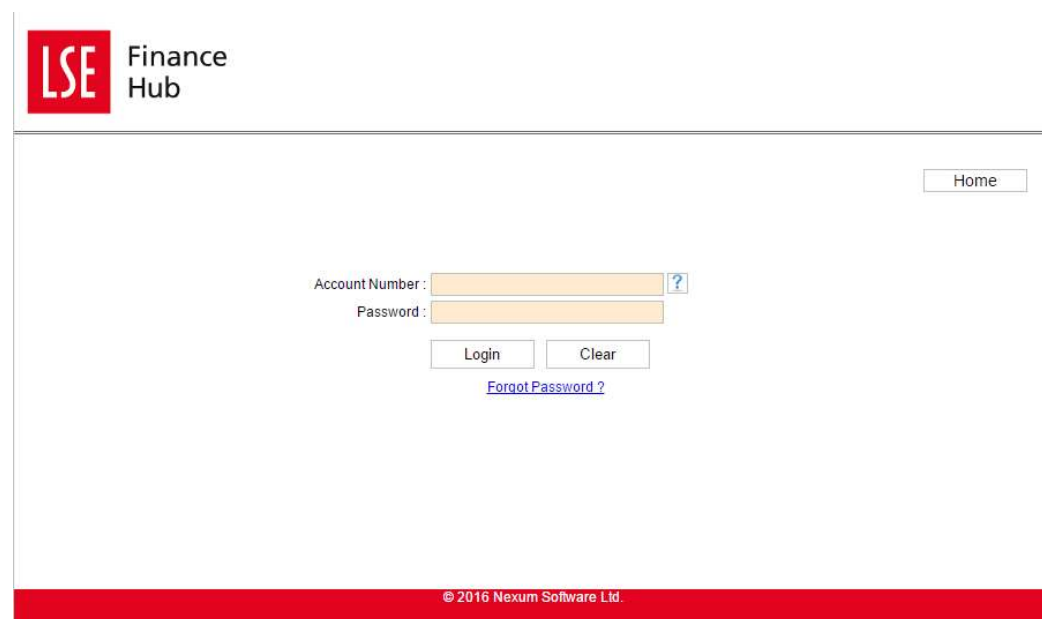
1. Student example 1-2016123456
2. Sponsors example 1-AD00
3. Commercial Customers example 1-RE-A52104
4. Trium Example – 3-2016123456

You need to enter the full number including the prefix 1-. Your account number will be sent to you in your Welcome email, it will also be labelled on all communication you receive from the School.

Data Security

LSE IMT are committed to helping you stay secure, if you have any questions or feel your account has been compromised, please contact the LSE IT Service Desk. Further information on information security can be found [here](#)

Hub Homepage

The screenshot shows the LSE Finance Hub login interface. At the top left is the LSE logo and the text 'Finance Hub'. In the top right corner is a 'Home' button. The main area contains a login form with two input fields: 'Account Number' and 'Password'. The 'Account Number' field has a small blue question mark icon to its right. Below the password field are 'Login' and 'Clear' buttons. A blue link 'Forgot Password?' is positioned below the 'Clear' button. At the bottom of the page, a red banner contains the copyright text '© 2016 Nexum Software Ltd.'

The Hub login screen requires you to enter an **Account Number, Password and Memorable Word**.

Your account number will always have a prefix 1-unless you are logging in as a TRIUM student/sponsor, where the prefix will be 3-.

Setting new password and memorable word

Once you have successfully entered the details sent to you in your welcome email you will be required to enter a new password and a memorable word.

Password length must be between 8-10 characters and must contain a mix of upper-case and lower-case characters and numerics.

The screenshot shows the LSE Finance Hub interface. At the top left is the LSE logo and the text "Finance Hub". The main content area is titled "Enter Password and Memorable word for future use". It contains four input fields: "Old Password:", "New Password:", "Confirm Password:", and "Memorable Word:". Each field has a small blue question mark icon to its right. Below the "Memorable Word:" field is a "Submit" button. At the bottom of the page is a red footer bar with the text "© 2016 Nexum Software Ltd."

Forgot password

The screenshot shows the LSE Finance Hub login page. At the top left is the LSE logo and the text "Finance Hub". In the top right corner is a "Home" button. The main content area has two input fields: "Account Number:" and "Password:". Below these fields are "Login" and "Clear" buttons. A red rectangle highlights a blue hyperlink labeled "Forgot Password ?" located below the "Clear" button. At the bottom of the page is a red footer bar with the text "© 2016 Nexum Software Ltd."

The Forgot Password link will allow you to reset your password, please click on the hyperlink on the Finance Hub homepage and follow the instructions.

You will be required to enter your account number, once you have entered the account number please click on the **reset password** button.

Information/Notice board

LSE Fees, Income & Credit Control will use the Notice Board functionality to advise or promote newsworthy items. If there are no notices this screen will **not** display.

Account Summary and contact details

The screenshot shows the 'Account Summary' and 'Contact Details' sections of the LSE Finance Hub. The 'Account Summary' section includes fields for Account No., Name, Amount Billed (GBP 2,598.00), Amount Paid (GBP -505.56), Charges (GBP 0.00), Interest (GBP 0.00), Instalment (GBP 0.00), and Balance (GBP 3,103.56). Each value has a red arrow icon to its right. The 'Contact Details' section includes fields for Address, Home Phone, Work Phone, Mobile, and Email. Below these sections are buttons for 'Make Payment', 'View Requests', and 'Add Request'. A footer note states: 'For detailed information on any of the values shown please click on the corresponding arrow.' The copyright notice at the bottom is '© 2016 Nexum Software Ltd.'

The main account screen presents a summary of your financial position, total billing to date, amount paid, payment plans where applicable and any outstanding balance.

You can click on the **Red** arrows next to the account summary totals and this will provide transaction level detail.

Amount billed

The screenshot shows the 'Invoice Information' table in the LSE Finance Hub. The table has columns for Date, Reference, Type, Sponsor Name, Description, Original Balance, and Balance Outstanding. The Reference column contains a text box with the note: 'The reference field will display the invoice no'. The table lists several transactions, including SPO_FEES and SF_FEES, with their respective dates, sponsor names, and balances.

| Date | Reference | Type | Sponsor Name | Description | Original Balance | Balance Outstanding |
|------------|---|----------|-----------------------|-------------|------------------|---------------------|
| 17/10/2014 | The reference field will display the invoice no | SPO_FEES | Student Loans Company | | -8,500.00 | 0.00 |
| 17/10/2014 | | SPO_FEES | | | -8,500.00 | 0.00 |
| 17/10/2014 | | SF_FEES | Student Loans Company | | 8,500.00 | 0.00 |
| 17/10/2014 | | SF_FEES | | | 8,500.00 | 0.00 |
| 31/07/2014 | | SF_FEES | SELF FINANCED | | 2,598.00 | 2,598.00 |
| 31/07/2014 | | SPO_FEES | Student Loans Company | | 2,598.00 | 0.00 |

Below the table is a 'Back' button.

The **Amount Billed** screen provides invoice date, sponsor name where applicable, original balance and balance outstanding.

The description in the screenshot above will outline what the billing is for.

Amount paid



Amount Paid Information

| Date | Reference | Type | Description | Amount |
|------------|-----------|-----------|-------------|---------|
| 01/10/2015 | 0 | AWARD_CHQ | | -505.56 |
| | | | | 505.56 |

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The **Amount Paid** screen lists payments received to date, this screen may also include Award cheque payments for students in receipt of Scholarships.

Add or view requests



Account Summary

Contact Details

Account No.

Name

Amount Billed

GBP

2,598.00



Amount Paid

GBP

-505.56



Charges

GBP

0.00



Interest

GBP

0.00



Instalment

GBP

0.00



Balance

GBP

3,103.56

Address

Home Phone

Work Phone

Mobile

Email

[Make Payment](#)

[View Requests](#)

[Add Request](#)

For detailed information on any of the values shown please click on the corresponding arrow

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In addition to viewing account and personal information students and customers can **Add** and **View Requests**.

Please select request code

Please select request code ▼

Request Details

Attachments

Choose file No file chosen

Back

Save

Clear

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When you click on **Add Request** you will be required to select a request code and enter details of your request. Once you have chosen your request you should click on **Save**.

Account Summary

Contact Details

Account No.

Name

Amount Billed

GBP

2,598.00

Amount Paid

GBP

-505.56

Charges

GBP

0.00

Interest

GBP

0.00

Instalment

GBP

0.00

Balance

GBP

3,103.56

Address

Home Phone

Work Phone

Mobile

Email

Make Payment

View Requests

Add Request

Successfully added a Request

For detailed information on any of the values shown please click on the corresponding arrow

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Once you have saved your request you will move back to the **Account Summary** screen. You will be advised that you have successfully added a request, at this point the request will be sent to the Support team.

| Date | Time | Type | Request |
|------------|-------|----------|---|
| 15/09/2016 | 19:54 | Comments | HUBREQ001 - Please provide details of payment date, payment amount and payment type below : Date: 12/12/2017 Payment Amount: £14,000.00 Payment type: Card |

[Back](#)

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Once you have submitted a request you can click on **View Requests** and you will see the full detail.

When the support team have answered your request you can view the response under **View Requests**. It is recommended that you allow 3-5 working days for requests to be completed, please review the Hub regularly.

Make a payment

Please note when you click on the **Make a Payment** link you will be leaving the Finance Hub and you will be redirected to the Schools Card Payment Gateway.