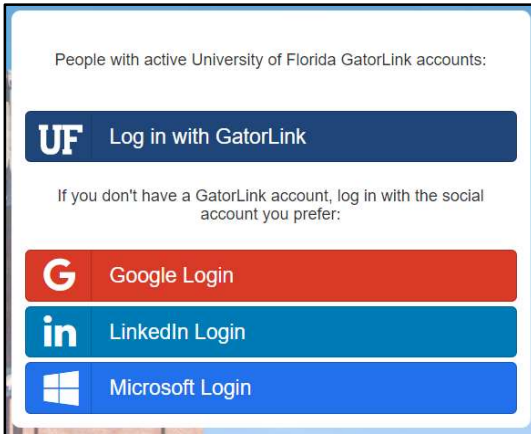


1. Log into Destiny One: [uflsv.destinyone.moderncampus.net](https://uflsv.destinyone.moderncampus.net)



2. At the top left of your screen, use the dropdown menu to switch to the "Enrollment Manager".



3. Enter the student's information into the search boxes and select the "Search" button.

Destiny One | Enrollment Manager

Profile | Courses | Merge Records

New Session 0 Items Selected Account: \$0.00

**Student or Prospect Search**

Student Number: Last Name: First Name: Telephone Area: Number: Credential:

Email: Zip / Postal Code: School ID: User Name: Employer:

Transaction No.: Transaction Type: Date of Birth.: International Student: Registered Conference Participants:

Group Name: Roles: Conference Group Registrant:

Search Type: Contain

Search Create New Student

4. The search results will appear at the bottom of the screen. Scroll down and select the hyperlinked name.

Search Type: Group Type: Status:

Contain Group Type: Active

Search Create New Group

**Search Results**

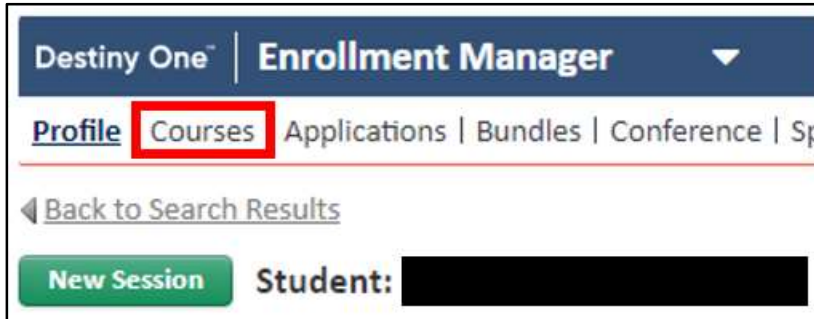
One item found.

Student Name	Student Number	Groups	Telephone	Date of Birth	Zip / Postal Code	Email

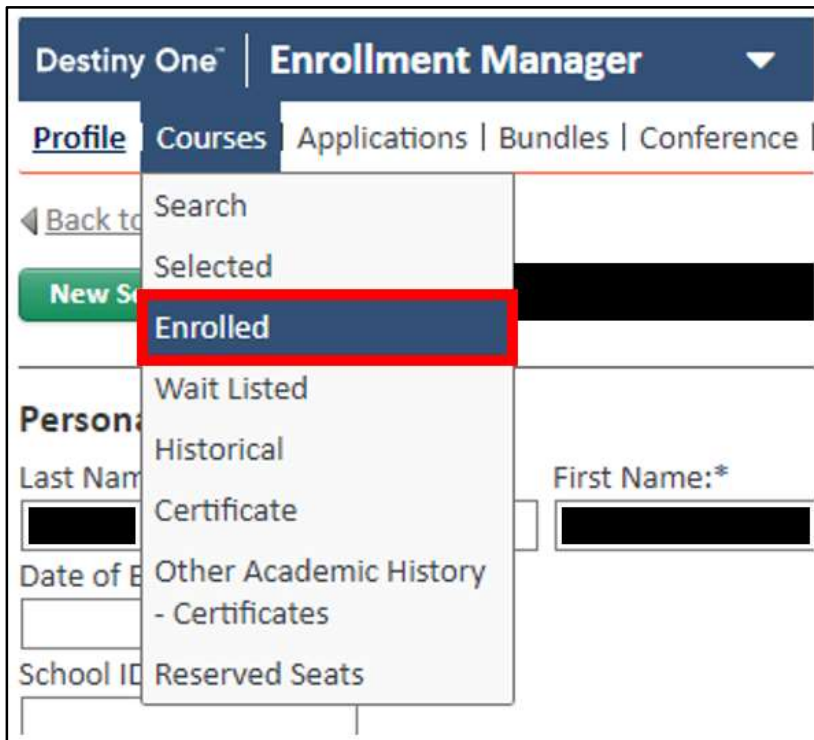
Export options: CSV | Excel | XML

Now you are viewing the “Personal Information” page. From here you can update info as needed or register the student for a course.

- Select the “Courses” tab at the top of the screen.



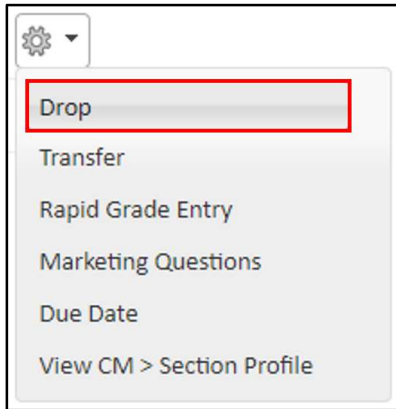
- Click the “Enrolled” option.



- Find the name of the course you wish to refund and click the gear icon on the right side of the screen.

Enrolled		Historical						
5 items found, displaying all items.								
Course Section	Custom Section No.	Title	International	Payor	Status	Date	Final Grade	
▶ 0018 - 001	As-Built	COBie As-Built	N	Student pay	Enrolled	10 Mar 2022		
▶ 0027 - 002	Jean III(b)	NFPT- Pathway III(b)	N	Student pay	Enrolled	22 Mar 2022		

8. A dropdown menu will appear. Click the “Drop” option.



9. Use the dropdown menu to select the “Reason”. Add notes as needed in the “Notes” section.

### Drop Reasons

Name	Reason	Note
[REDACTED]	▼	

### Drop Fee Selection

Dropping Section: 0015 - 001 (Custom Section# As-Designed) COBie As-Designed

Academic Units:	0.0	CE Units:	0.0
Tuition:	\$995.00	Class Hours:	0.0
Enrollment Date:	07 Mar 2022	Number of Days Since Enrollment Date:	22
Section Start Date:	01 Jan 2022	Number of Days Since Section Start Date:	( 87 )
Number of Classes Elapsed:	N/A	Number of Classes Remaining:	N/A
% of Classes Elapsed:	N/A	% of Classes Remaining:	N/A
Section End Date:	31 Dec 2022	Number of Days Until Section End Date:	276
Number of Days Since Term Refund Date:		Number of Days Since Term Drop Date:	
Public Drop Request Deadline:	TBD		
Public Transfer Request Deadline:	TBD		

### Valid and Manual Qualifiers

COBie Drop Fee - Manual - Drop Fee for COBie ⓘ  
\$30.00

### Invalid Qualifiers

None

Continue
Cancel

10. Click the "Continue" button.

### Valid and Manual Qualifiers

COBie Drop Fee - Manual - Drop Fee for COBie ⓘ  
\$30.00

### Invalid Qualifiers

None

---

**Continue** Cancel

11. To proceed with refund and not alterations to the drop fee, Click the "Checkout" button. Skip to Step 16 to proceed to the next step.

### Selected Items

▶ expand all

**Dropping**

▶	0015 - 001 (Custom Section# As-Designed) COBie As-Designed	(\$965.00) ✖
	<b>Total</b>	<b>(\$965.00)</b>

▶ Notes

**Checkout**

12. To alter the drop fee, click the carrot next to the section number. Skip to Step 16 to proceed if you do not need to alter the drop fee.

### Selected Items

▶ expand all

**Dropping**

▶	0018 - 001 (Custom Section# As-Built) COBie As-Built	(\$965.00) ✖
	<b>Total</b>	<b>(\$965.00)</b>

▶ Notes

**Checkout**

13. Click the “Edit” button next to the “Other Charges” category.

**Selected Items** ▶ expand all

**Dropping**

▼ 0018 - 001 (Custom Section# As-Built) COBie As-Built (\$965.00) ✕

	fee	subtotal
As-Built	(\$995.00)	(\$995.00)
Other Charges		
COBie Drop Fee	\$30.00	\$30.00
	(\$965.00)	(\$965.00)

Public Transaction notes

Internal Transaction notes

Reason: Cancelled or rescheduled course

**Total** (\$965.00)

14. A pop-up will appear. To drop the fee entirely, uncheck the “Drop Fee” check box and select the appropriate “reason” from the drop-down menu. To adjust the fee amount, enter the desired amount into the “override” text box and select the appropriate “reason” from the drop-down menu.

0018 - 001 (Custom Section# As-Built) COBie As-Built

Other Charges  COBie Drop Fee

---

	fee	override	reason
COBie Drop Fee	\$30.00	<input type="text"/>	<input type="text" value=""/>

**To Drop the Fee Entirely**

0018 - 001 (Custom Section# As-Built) COBie As-Built

Other Charges  COBie Drop Fee

Reason\*

fee    override

**To Adjust the Fee**

0018 - 001 (Custom Section# As-Built) COBie As-Built

Other Charges  COBie Drop Fee

	fee	override	reason
COBie Drop Fee	\$30.00	<input type="text" value="15"/>	<input type="text" value="Drop fee"/>

15. Once you have entered the appropriate option, select the "Submit" button.

0018 - 001 (Custom Section# As-Built) COBie As-Built

Other Charges  COBie Drop Fee

	fee	override	reason
COBie Drop Fee	\$30.00	15	Drop fee ▼

**Submit**

16. Review the information on the "Verification" page for accuracy. Then click the "Continue" button.

**Verification**

Payor  
[REDACTED]

▶ expand all

**Dropping**

▼ 0015 - 001 (Custom Section# As-Designed) COBie As-Designed (\$965.00)

	fee	subtotal
As-Designed	(\$995.00)	(\$995.00)
COBie Drop Fee	\$30.00	\$30.00
	(\$965.00)	(\$965.00)
Reason: Cancelled or rescheduled course		
<b>Total</b>		<b>(\$965.00)</b>

▶ Notes

**Continue**

17. For a full refund, look for the appropriate payment option and select the "Refund Balance" button to the right of the amount textbox.

**New Refunds**

▼ Credit Card 1 \$0.00 ✖

Amount\*  **Refund Balance** or enter amount up to \$995.00 ⓘ

Comments

18. The refund amount will auto-populate into the “Amount” box. Select the “Process” button.

Highlight Unsettled Fees Total Remaining **\$0.00** ⓘ

**Process** Add Payment Create Invoices Add Refund Recalculate Cancel Reset Show Allocation

19. Click the “Send Email” button to send the student a receipt.

### Emails and Reports

Receipt Show Details

**Send Email**

Receipt ▼ Print

**Note:** This page below confirms that the refund has been initiated and the refund is PENDING. The refund needs to be approved by a second level approver to complete the entire refund process. Each department’s second level approver is different.