

# Sul Ross State University

## Form 1098-T: Information for Students

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## **1. What is Form 1098-T?**

Form 1098-T, "Tuition Statement" is used to report information to the IRS as required by the Taxpayer Relief Act of 1997. The Form helps you and the IRS to determine your eligibility to claim certain tax credits (see IRS Publication 970, "Tax Benefits for Education" for more information ([www.irs.gov](http://www.irs.gov))).

SRSU is required to send the Form to students no later than Jan. 31<sup>st</sup> each year summarizing qualified tuition and fees billed during the previous year. As permitted by the IRS, SRSU has chosen to report "amounts billed" on Form 1098-T, not "payments received" from students. This may cause timing differences between when SRSU reports "amounts billed" to the IRS on Form 1098-T and when you claim deductions for "payments" you made relating to those amounts billed (see FAQ #'s 12-14).

An official Form 1098-T is only filed with the IRS if "amounts billed for qualified tuition and related expenses" exceeds the "scholarships and grants" awarded to you during the year. Common charges which are considered personal living expenses and not "qualified" educational expenses are for room and board, medical fees, and optional fees not required of all students to attend classes. Thus, these charges will not be included on Form 1098-T. However, please note that SRSU is not qualified to and does not provide tax advice to students. Please visit [www.irs.gov](http://www.irs.gov) to review IRS Publication 970, Form 1098-T Instructions, and/or consult your tax advisor if you have questions regarding your Form 1098-T.

## **2. Required Information from Students**

### **Social Security Number (SSN) / Individual Taxpayer Identification Number (ITIN):**

The IRS requires universities to file Form 1098-T using your Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN). Thus, students who fail to provide the University with a valid SSN/ITIN will be subject to an IRS imposed "penalty of \$50 unless your failure is due to reasonable cause and not to willful neglect". See "Penalties" on IRS Form W-9S, "Request for Student's or Borrower's Taxpayer Identification Number and Certification" for more information. To update your SSN/ITIN, complete a "Change of Information" form and return it to the appropriate office listed on the form \*:

Alpine: <http://www.sulross.edu/page/1005/forms-students>

RGC: <http://www.sulross.edu/page/2180/student-and-faculty-forms>

\* Students who were employed by the University during the year and are expecting to receive a Form W-2, "Wage and Tax Statement" should contact Human Resources instead.

### **Permanent Address:**

The IRS requires universities to use the "student's permanent address" such as the "student's home or other long-term address". It is especially important for students who are no longer enrolled at SRSU to maintain a current address in LoboOnLine to ensure they will receive their final Form 1098-T. See Appendix D, "Update Your Address and Alternate Email in LoboOnLine" for detailed instructions including the order in which the different address types are selected by the software.

### **3. Electronic Delivery vs. Paper Copy**

Students may elect to receive their Form 1098-T electronically by logging into the “Student Account Suite (Bill+Payment)” in LoboOnLine (see Appendix A, “Enrolling in Electronic Delivery (paperless option)”). This option has many advantages over the traditional paper copy:

#### **Faster and more reliable delivery:**

Not only is the paper version dependent on the U.S. Post Office for delivery, it is more labor intensive to print, fold, stuff and post the letter. This means that the paper forms are not mailed until the IRS deadline of Jan. 31<sup>st</sup>. The electronic versions are usually uploaded to the “Bill+Payment” website around Jan. 20<sup>th</sup> (although SRSU only guarantees they will be available by Jan. 31<sup>st</sup>). In addition, you can access the Form from anywhere you have a computer and an internet connection. Thus, you are not dependent on having the hard-copy available to you whenever and wherever you decide to work on your tax return.

#### **You can give Authorized Users access to your Form:**

Many students have their tax return prepared by another individual such as a parent or a professional tax accountant. You can setup one or more of these people to be “Authorized Users” in the “Bill+Payment” application allowing them to access the Form when needed without having to contact you first (see Appendix B, “Form 1098-T Authorized Users”).

#### **You can verify your SSN before SRSU files the Form with the IRS:**

Once the Form is uploaded to “Bill+Payment”, you can see the SSN that will be reported to the IRS. If the number is incorrect, you can send Form W-9S to the Office of Admissions as soon as possible (early March at the latest) to have it corrected. Note that students who were employed by the University during the year and are expecting to receive a Form W-2, “Wage and Tax Statement” should contact Human Resources instead. Doing so will help you to avoid IRS penalties (discussed above).

### **4. Viewing and Printing Form 1098-T**

The electronic version of the Form can be seen on the “Bill+Payment” website under the “eStatements” menu (see Appendix C, “Printing the Form”). The website uses the latest connection and encryption protocols to ensure that your personal data remains secure. Unfortunately, some users cannot see data or they have problems printing the Form if they do not have the correct software installed and/or their web browser is not properly configured. Please see the separate “Form 1098-T – How to Print” guide found under the "Student Account Suite (Bill+Payment)" heading at the bottom of the Cashier's Office webpage ([www.sulross.edu](http://www.sulross.edu) => “Students” menu => “Cashier’s Office” option).

Note that if you do not see a Form listed for the current Tax Year, then you did not select the “paperless” option (see Appendix A) or you did not have any activity during the Tax Year (see FAQ# 6).

## **5. Frequently asked Questions (FAQ)**

- Q#1: Am I required to provide SRSU with my Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN) for use on the Form 1098-T?
- A#1: Yes (see topic #2, “Required Information from Students”). If SRSU is required to issue a Form to you and you fail to provide a SSN or ITIN, “you are subject to a penalty of \$50 unless your failure is due to reasonable cause and not to willful neglect”. See IRS Form W-9S for more information. Non-resident aliens see FAQ #20.
- Q#2: How do I verify that SRSU has my correct SSN on file?
- A#2: If you have elected for electronic delivery of your 1098-T, you can see your SSN on the Form when you login to Bill+Payment. If the SSN is incorrect, complete the “Change of Information” form as soon as possible (see topic #2, “Required Information from Students”). SRSU files the information with the IRS in late March. Corrections must be received no later than March 5<sup>th</sup>.
- Q#3: Do I need an ‘official’ copy of the Form before I can file my taxes?
- A#3: No. The IRS allows universities to supply students with alternatively formatted statements. You may use the Form printed from Bill+Payment for your records. You are not required to submit the Form with your tax return.
- Q#4: I received an email that said my “tax status” was “S”. What does this mean?
- A#4: The University has generated your Form 1098-T and this information will be reported to the IRS. Whether you receive a paper copy in the mail or an electronic version will depend upon your “paperless” selection. You can verify your selection by accessing Bill+Payment and reviewing the list of available Forms for printing (see Appendix C). If the Form for the current Tax Year is not in the list, then your Form will be sent in the mail (usually sometime between Jan. 25<sup>th</sup> – 31<sup>st</sup>). You may still receive an electronic version by enrolling in the “paperless” option (see FAQ #11).
- Q#5: I received an email that said my “tax status” was “E”. What does this mean?
- A#5: You did not meet the conditions necessary to receive a Form 1098-T this Tax Year. Your information will NOT be reported to the IRS. The IRS does not require universities to provide the Form to students if the total in Box 5 “Scholarships and grants” is greater than Box 2 “Amounts billed for qualified tuition and related expenses”. However, SRSU is providing you with an electronic version even if you did not agree to receive the Form electronically. This is done as a courtesy only. Paper copies will not be mailed and the information will not be reported to the IRS.
- Q#6: I did not receive an email with my “tax status”, why?
- A#6: Emails are sent automatically to your SRSU email account. The most likely reason for not receiving the “status” email is that you did not have any activity during this Tax Year. First, follow the instructions in Appendix C to see whether or not your Form is available on the website. If it is not, see FAQ #16 for instructions on reviewing the activity on your account. In addition, you will not receive a Form if you did not provide a SSN and you are a non-resident alien or your tuition bill was paid by a third party.

Q#7: I did not receive the Form in the mail, why?

A#7: Some common reasons for not receiving the Form in the mail include:

- You selected the “paperless” option (see Appendix A)
- You were not eligible to receive the Form this year (see FAQ #5).
- Your mailing address is incorrect (see Appendix D)

See FAQ #22 to request a duplicate Form.

Q#8: I went to the website but the Form for this Tax Year is not listed, why?

A#8: The most likely reason is that you were not enrolled in the “paperless” option when the Forms were created. Please see FAQ 11 to enroll and receive an electronic Form.

Q#9: I found the Form on the website but it will not open or it is blank when it opens, why?

A#9: Users experiencing problems viewing or printing the Form on the website should follow the instructions in Appendix C. In addition, you should provide your Authorized Users with these troubleshooting steps for printing because they will not receive separate instructions.

Q#10: My Authorized Users receive an error when they try to open the Form, why?

A#10: You must grant each user his/her own access to the Form. See Appendix B to verify that you have the correct settings for each user. Otherwise, see Appendix C for problems viewing and/or printing the Form.

Q#11: Is it too late to enroll in the “paperless” option?

A#11: No. First follow the instructions in Appendix A to enroll in the “paperless” option. Next, email the Cashier’s Office (Alpine: [cashiers@sulross.edu](mailto:cashiers@sulross.edu); RGC: [rgc\\_cashiers@sulross.edu](mailto:rgc_cashiers@sulross.edu)) with the following information (it usually takes one or two days to upload the Form):

My name is *[first name last name]* and my student number is *[A#####]*. I have just enrolled in the “paperless” option for Form 1098-T. Please upload the Form to the website as soon as possible.

After the Form is uploaded, Bill+Payment will send an automated email to your SRSU and Alternate Email addresses (see Appendix D).

Q#12: Why does the Form show zero (\$0.00) or is empty in Box 1, “payments received”?

A#12: SRSU does NOT report “payments received” in Box 1 to the IRS, only “amounts billed” in Box 2 (see FAQ #13).

Q#13: Does this Form establish “proof of payment” for an IRS audit?

A#13: NO! The IRS allows universities to report either total qualified “payments received” in Box 1 or total qualified “amounts billed” in Box 2, but not both. SRSU has chosen to report “amounts billed” in Box 2. Thus, Box 1 will always be zero or empty. Furthermore, the amount in Box 2 may not correspond to your actual payments to be reported on your tax return. For these reasons, students are required to maintain their own proof of payment records such as check copies, bank/credit card

statements and loan agreement/disbursement records for loans applied to accounts by Financial Aid. Please contact your tax advisor or the IRS for more information.

Q#14: The amount reported in Box 2, “qualified tuition/fees” seems too low.

A#14: The difference may be attributable to the upcoming Spring Term. The Spring charges are not officially due until January. As a result, they will not be reported until next year by SRSU, even if you paid them in December or earlier. You may need to discuss these timing differences with your tax advisor.

Q#15: I did not receive any scholarships/grants, why does Box 5 show a positive amount?

A#15: see FAQ #17.

Q#16: How do I know which charges and scholarships have been reported on the Form?

A#16: You can review a list of all your charges and payments (qualified and non-qualified) in Bill+Payment by visiting the “Account Activity” screen located under the “My Account” menu option. Charges from each Term are reported on the 1098-T based on their “effective” date (normally the day the first payment is due for the Term) or the day they are posted to your account, whichever is later (see FAQ #14). However, please note that SRSU cannot provide tax advice to students. Please visit [www.irs.gov](http://www.irs.gov) to review IRS Publication 970 and the Form 1098-T Instructions, and/or consult your tax advisor if you have questions regarding which charges represent “qualified tuition and related expenses” and which do not.

Q#17: How are exemptions and waivers reported on the Form?

A#17: Exemption and waivers appear in Box 5, “Scholarships and grants” because the State of Texas or SRSU has, in effect, paid the required charges on your behalf. However, the gross value of the qualified tuition and fees before the exemption/waiver was applied already appears in Box 2. Thus, the amounts in Box 2 and Box 5 will net to zero overall. The most common items include the Hazlewood Exemption, Distance Learning Exemption and Concurrent Waivers.

Q#18: The amounts on the Form are wrong. How can I get them corrected?

A#18: The amounts on the Form will NOT be changed. Exceptions may be made only for the following:

1. You find an error on your student account (see FAQ #16). This means specifically that there is a transaction(s) on your “Account Activity” screen that is incorrect. It does NOT mean that you think the transactions are being reported incorrectly on the 1098-T. If you do find an error, contact Customer Service to have your account corrected. Once corrected, Customer Service will refer you to Accounting Services to have your 1098-T corrected.
2. You have a detailed analysis of the transactions on your “Account Activity” screen and you or your tax advisor can cite a specific IRS regulation, IRS Revenue Bulletin or other authoritative ruling supporting your claim that the transaction is misclassified. Please email all the relevant documents to [cashiers@sulross.edu](mailto:cashiers@sulross.edu) and reference your “A” number. Accounting Services will contact you to discuss your account.

Q#19: I am graduating, transferring or just leaving school. How do I get my final 1098-T from SRSU?

A#19: Former students and their Authorized Users can continue to access LoboOnLine even after leaving school. Students and authorized users should keep their login information in a safe place to access LoboOnLine in January when the Form is uploaded. Choosing electronic delivery is the most reliable method for receiving your Form after leaving school. However, former students also need to maintain a current address if the Form is to be mailed (see Appendix A and Appendix D).

Q#20: Does Form 1098-T reporting apply to non-resident aliens?

A#20: No. Non-resident aliens who do not need to file U.S. income taxes do not need to receive a Form 1098-T and are not subject to penalties related to Form 1098-T. However, if you would like to receive a Form 1098-T for any reason, simply make sure your SSN/ITIN is on file (see topic #2, "Required Information from Students"). A Form 1098-T will be generated automatically for any non-resident alien with a SSN/ITIN on file. If you submit your SSN/ITIN after the Forms were generated, email the Cashier's Office to request the Form (see FAQ #11 or FAQ #22).

Q#21: The electronic Form is showing my last name first and first name last.

A#21: The electronic version of the Form does not always print the comma between your last and first names. You can verify that your name is correct in Bill+Payment by selecting the "My Account" menu and the "My Profile" submenu. In addition, your name is shown on the main menu of LoboOnLine when you first login (look for "Welcome [*your name*]"). If your name truly is incorrect, complete the "Change of Information" form referenced in topic #2, "Required Information from Students".

Q#22: I cannot print the Form or I have not received the Form. How do I request a duplicate?

A#22: The easiest method is to visit a Customer Service Representative and ask him/her to print a copy for you. For directions to the nearest office, call one of the numbers listed in FAQ #23. If you do not live in the local area, select from the following options based on your situation:

- If your "tax status" was "E" (see FAQ #5), but there is no Form listed on the website for the current Tax Year, you may request an electronic version by enrolling in the "paperless" option and sending an email as described in FAQ #11. Students with a status of "E" are not eligible to receive a paper copy because SRSU will not report the information to the IRS.
- If your "tax status" was "S" (see FAQ #4) and you were enrolled in the "paperless" option (see Appendix A), follow the "Form 1098-T: How to Print" guide as described in Appendix C. The last step of the guide explains how to request a duplicate.
- If your "tax status" was "S" (see FAQ #4) and you were not enrolled in the "paperless" option (see Appendix A) but you wish to enroll, follow the steps in FAQ#11. If you wish to receive a duplicate paper copy, send an email (Alpine: [cashiers@sulross.edu](mailto:cashiers@sulross.edu); RGC: [rgc\\_cashiers@sulross.edu](mailto:rgc_cashiers@sulross.edu)) on or after Feb. 15<sup>th</sup> (requests received prior to Feb. 15<sup>th</sup> will not be honored). The email should include the following:

My name is [*first name last name*] and my student number is [*A#####*]. I am NOT enrolled in the "paperless" option and I have not received my Form 1098-T in the mail. I am not in the local area and I cannot visit Customer Service. Please mail a duplicate Form 1098-T to [*mailing address*].

Alternatively, you may have the Form emailed to you if you replace the last “address” line with:  
“I understand the Form may contain private information about me. I give SRSU permission to send the Form in an unsecured email to *[email address]*.”

Q#23: Where may I get additional help?

A#23: If you need assistance using LoboOnLine, contact the LTAC help desk at 432-837-8888. If you feel there is an error in the charges/payments on your student account, contact Customer Service at: Alpine (432) 837-8050; Del Rio (830) 703-4828; Eagle Pass (830) 758-5042 or (830) 758-5008; Uvalde (830) 279-3006.

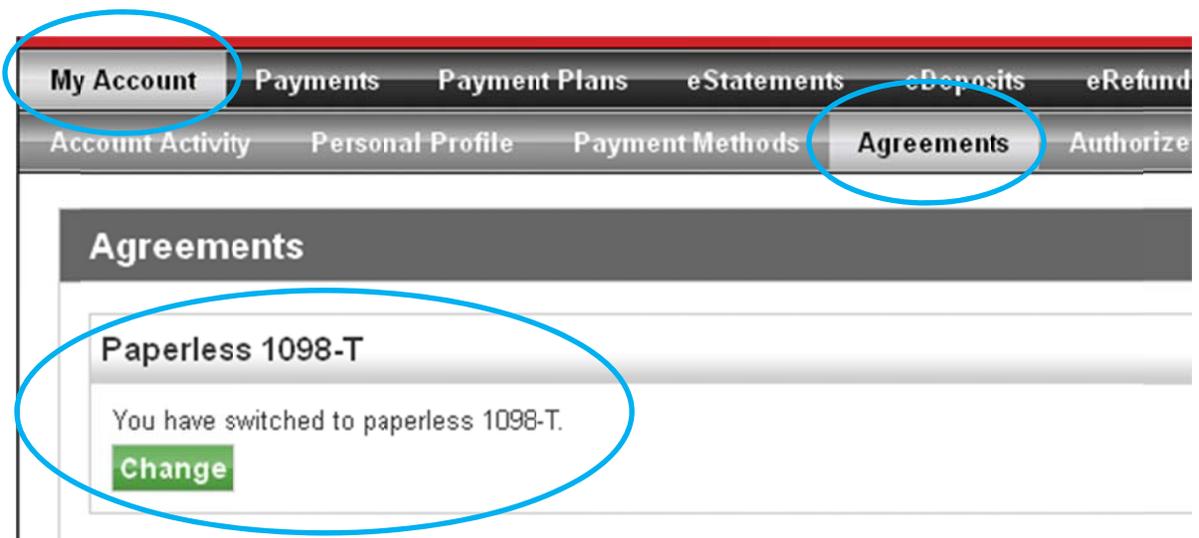
If you have a question not answered in this FAQ, you may email the Cashier’s Office with your name and “A” number (Alpine: [cashiers@sulross.edu](mailto:cashiers@sulross.edu); RGC: [rgc\\_cashiers@sulross.edu](mailto:rgc_cashiers@sulross.edu)). However, please remember that SRSU is not qualified to, nor does it provide tax advice to students. Questions will not be answered in person or on the phone without a scheduled appointment.

## **Appendix A: Enrolling in Electronic Delivery (paperless option)**

The following steps describe how to select the “paperless” option to receive an electronic version of Form 1098-T. It is assumed that you have already logged into LoboOnLine (Banner Self Service). If you are having problems, see "How to Access Your Account" under the "Student Account Suite (Bill+Payment)" heading at the bottom of the Cashier's Office webpage (<http://www.sulross.edu/page/902/cashiers-office>).

After logging into LoboOnLine and accessing Bill+Payment, select the “My Account” option from the menu bar and then select the “Agreements” submenu. The “Change” button under the “Paperless 1098-T” heading will allow you turn on/off electronic delivery. The information just above the “Change” button will tell you which option is **currently** selected.

**IMPORTANT:** Students who will not be returning to school still may be eligible to receive a Form 1098-T at the end of the year. Thus, it is important to select the desired option before leaving school. You should also keep your student “A” number and the PIN used to login to LoboOnLine because you and your authorized users can continue to access your account, even if you are no longer enrolled in classes. It is not uncommon for students to change home addresses multiple times after leaving school, making the paperless option the most reliable method to receive your Form 1098-T at the end of the year. Also see Appendix D “Update Your Address and Alternate Email in LoboOnLine”.



## **Appendix B: Form 1098-T Authorized Users**

The following steps describe how to grant one or more of your authorized users access to your Form 1098-T. Users can be granted access to just the Form and nothing else. This is helpful if you are using the services of a paid tax preparer. It is assumed that you have already logged into LoboOnLine (Banner Self Service). If you are having problems, see "How to Access Your Account" under the "Student Account Suite (Bill+Payment)" heading at the bottom of the Cashier's Office webpage (<http://www.sulross.edu/page/902/cashiers-office>). It is also assumed that you already know how to activate/deactivate an authorized user. For help with this topic, see "How to Designate an Authorized User", also on the Cashier's Office webpage.

After logging into LoboOnLine and accessing Bill+Payment, select the "My Account" option from the menu bar and then select the "Authorized Users" submenu. Next, click "Edit" for the user, find the question that asks, "Would you like to allow this person to view your 1098-T tax statement?" and click "Yes" or "No". This must be repeated for each authorized user you have established.

**My Account** Payments Payment Plans eStatements eDeposits eRefunds

Account Activity Personal Profile Payment Methods Agreements **Authorized Users**

### Authorized Users

**Thank you. We have sent an e-mail notification to this person**  
(Note: Authorized users have their own login ID's and passwords)

From this page, you can give others (parents, employers, etc.) the ability to access your account in with the Family Educational Rights and Privacy Act of 1974 (FERPA), your student financial records third party without your written consent. Adding an authorized user is your written consent that an account information and make payments on your behalf. Please note that authorized users DO NOT payment methods, academic records, or other personal information.

▶ **Current Authorized Users**

▼ **Add Authorized User**

E-mail address of the authorized user:

Would you like to allow this person to view your billing statement and account activity?  Yes  No

Would you like to allow this person to view your 1098-T tax statement?  Yes  No

Would you like to allow this person to view your payment history and account activity?  Yes  No

## **Appendix C: Printing the Form**

The following steps describe how to download/print Form 1098-T. It is assumed that you have already logged into LoboOnLine (Banner Self Service). If you are having problems, see "How to Access Your Account" under the "Student Account Suite (Bill+Payment)" heading at the bottom of the Cashier's Office webpage (<http://www.sulross.edu/page/902/cashiers-office>).

After logging into LoboOnLine and accessing Bill+Payment, select the "eStatements" option from the menu bar. Scroll down the page to find the section called "1098-T Tax Statement". Click the "View" link for the appropriate Tax Year to download/print the statement. If you do not see an entry for the current Tax Year, then you did not enroll in the "paperless" option (see Appendix A) or you did not have any activity during the Tax Year (see FAQ# 6).

As mentioned previously, students may have difficulty viewing data and/or printing the Form due to the security measures used by the website. A separate guide called "Form 1098-T – How to Print" can be found

on the Cashier's Office webpage to assist anyone experiencing problems (<http://www.sulross.edu/page/902/cashiers-office>).

Alpine Del Rio Eagle Pass Ovalde

My Account Payments Payment Plans **eStatements** Deposits eRefunds

**eStatements**

Please make sure that your browser's pop up blocker is disabled for this website, and then click the "Select" button.

Select the statement to view: 07/01/2013

**Most Recent Billing Statement**

Current balance includes activity since your last statement, including recent payments and new charges.

Account Description	Statement Date	Statement Amount	Current Balance	Action
Student Account Statement	7/1/13	-\$500.00	\$299.00	<a href="#">View</a>   <a href="#">Pay</a>

**1098-T Tax Statement**

You must have Adobe Acrobat Reader 8.x or higher to view your 1098-T statement.

Tax Year	Action
2014	<a href="#">View</a>

Account Activity Since Last Statement

## **Appendix D: Update Your Address and Alternate Email in LoboOnLine**

The following steps describe how to ensure that your mailing addresses and your Bill+Payment alternate email are accurate. Students with inaccurate information may not receive their Form 1098-T. This is especially true for students who are no longer attending school after graduating, transferring, etc.

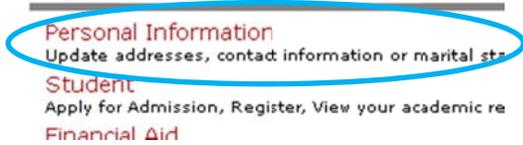
To add/update/delete your addresses:

01. Log into LoboOnLine by going to the SRSU homepage (<http://www.sulross.edu/>) and selecting "My SRSU" from the menu bar and choosing the "LoboOnLine (Banner Self Service)" option.
02. Click "Login" on the LoboOnLine splash screen. Note: If you have forgotten your student "A" number (which is required to login on the next screen), click the link for "Forgot LoboID (Banner ID)/Pin" instead of the "Login" link.
03. Enter your UserID (student "A" number) and PIN on the login screen. If you know your "A" number but not your PIN, click the "Forgot PIN?" button to answer your security question and reset the PIN. Otherwise, contact LTAC (Lobo Technology Assistance Center) at (432) 837-8888 or [techassist@sulross.edu](mailto:techassist@sulross.edu) for assistance.

04. Click either the “Personal Information” tab or the link in the menu.



## Main Menu



05. Click “Update Addresses and Phones” and/or “Update E-mail Address”.

## Personal Information



06. To edit a current address/phone, click the red link. To add a new address, select the type from the drop-down and click the “Submit” button. The Form 1098-T uses the following address types in order of preference: 1. Permanent \*, 2. Local Mailing, 3. Mailing (employees only).

### Addresses and Phones

Local Mailing Address	Phones
Current: Jan 07, 2016 to (No end date) 9999 N. Harrison Apt. #5 Alpine, Texas 54321	Primary: 222-1234567

Mailing Address	Phones
Current: Dec 30, 2015 to (No end date) 9999 N. Harrison Apt. 5 Alpine, Texas 54321	Primary: 222-1234567

Permanent	Phones
Current: Dec 30, 2015 to (No end date) 123 Main Street El Paso, Texas 12345	Primary: 111-1234567

Type of Address to Insert:

- Select
- Local Mailing Address
- Mailing Address

Also, make sure your current address says “(No end date)” or has a date later than Jan. 31<sup>st</sup> (when the Forms are mailed). If an end date is listed, then click the link to edit the address and edit the “Until this Date” field.

**Mailing**  
Valid From This Date:MM/DD/YYYY 10/18/2007  
Until This Date:MM/DD/YYYY  
Address Line 1:

Detailed instructions for updating your Local address are found on the “Update Addresses and Phones” webpage by following the link for “Click HERE for detailed instructions on updating addresses in LoboOnLine”.

**Local Mailing Address (Students Only):**

Your local mailing address is the address at which you receive mail. This may be a temporary Alpine address but could also be the same as your permanent address. This address can and should be updated in LoboOnLine as your mailing address changes. For instance, a student may elect to receive mail at a campus post office box during the fall and spring semester, but have mail go to a different address in the summer. [Click HERE for detailed instructions on updating addresses in LoboOnLine.](#)

\* **NOTE REGARDING PERMANENT ADDRESS:** You cannot update your “Permanent” address using LoboOnLine. Instead, you must complete a “Change of Information” form as described on this same address/phone webpage (see screen shot below).

Sul Ross State University requires current mailing addresses for students, faculty, and staff. Below is a list of the various address types currently in use and how they are used by Sul Ross State University.

**Permanent Address (Students Only):**

Your permanent address is a mailing address at which you can be contacted indefinitely. This address was collected from your application for admission and may be a parent's address (although it does not have to be). This address can be viewed but not updated in LoboOnline. Alpine students must submit a [Change of Information Form](#) to change the permanent address. Rio Grande College students must submit the [RGC Change of Information Form](#).

How this address is used:

- If a student does not elect to receive the 1098T electronically, Sul Ross will use this address for mailing of the 1098T (an important tax document).
- If a local mailing address is not provided or invalid, the permanent address will be used for official communication regarding your status at Sul Ross (see below).

**Local Mailing Address (Students Only):**

Your local mailing address is the address at which you receive mail. This may be a temporary Alpine address but could also be the same as your permanent address. This address can and should be updated in LoboOnline as your mailing address changes. For instance, a student may elect to receive mail at a campus post office box during the fall and

07. Follow the same process to “Update E-mail Address”. Click on the link to change an existing email or select the type from the drop-down and click the “Submit” button to add a new email.

**E-mail Addresses**

**Personal Email Address**

[hlobo@sulross.edu](mailto:hlobo@sulross.edu)

**Sul Ross Email (Non Updateable)**

[hlobo@sulross.edu](mailto:hlobo@sulross.edu) Preferred

Type of E-mail to Insert: Personal Email Address

Submit

08. In addition, a stand-alone “Alternate email” is used exclusively by the Bill+Payment system to send emails when the Form 1098-T is uploaded and ready for you to view. If you are still logged into LoboOnLine, click the “Student” tab then click “Student Account Suite (Bill+Payment)”. Next, click the “Continue to Student Account Suite” button to launch Bill+Payment. If you have problems, see

"How to Access Your Account" under the "Student Account Suite (Bill+Payment)" heading at the bottom of the Cashier's Office webpage (<http://www.sulross.edu/page/902/cashiers-office>).

Once in Bill+Payment, click the "My Account" menu and the "Personal Profile" submenu. Enter your "Alternate e-mail address:" and click the "Save Changes" button. This is a reliable way for students who are no longer enrolled at SRSU to receive an automatic notice that the Form 1098-T is ready (assuming electronic delivery has been selected as discussed previously).

