



ENROLL IN DIRECT DEPOSIT

Please note that after [05/13/2026], **any direct deposit information you've entered on self-service or through the Business Office will be deleted.** You must re-enter the information into Transact to have valid direct deposit information.

How to sign up for direct deposit

1. Log in to mySandburg.
2. Open the Transact tile (payment portal).
3. Sign in with your Sandburg student email.
4. On the left menu, select "My Account."
5. Find "Direct Deposit Refunds," and click "Sign Up."
6. Enter your bank info and follow the prompts.
7. You'll receive a confirmation email once completed.

Important new information

- If you don't set up direct deposit, you'll receive a paper check instead, which will be mailed to the address on file with Sandburg.
- It's essential to keep your address updated by contacting Student Development.

Refunds are no longer available for pick-up in the Business Office.

NEED HELP?

Direct refund questions to the Business Office / 309.341.5210 / boffice@sandburg.edu.
Contact Student Development / 309.341.5237 / studentdevelopment@sandburg.edu for address verification.



DIRECT DEPOSIT REFUNDS FAQs

Is this process online?

Yes. The entire direct deposit setup process is completed online through Transact.

Who needs to do this?

Any student who may receive a refund and wants that refund deposited directly into their bank account.

Do I have to set up direct deposit?

No. Direct deposit is optional. You may choose not to enroll.

Where do I sign up?

Through Transact, which is accessed in mySandburg. Instructions are available on the website under [Admissions & aid / Paying for college / Paying your bill](#).

What happens if I don't sign up for direct deposit?

If direct deposit isn't set up, refunds will be issued as a check mailed to the address on file.

Can I pick up my check in the Business Office?

No. Refund checks aren't available for pick up in the Business Office.

Why do you recommend direct deposit?

Direct deposit is the fastest and most secure way to receive a refund and avoids mail delays.

How long does it take to receive my refund?

DIRECT DEPOSIT: Takes 24-48 hours to see it in your bank account after the refund has been processed.

CHECK: Can take anywhere from two to three weeks to receive by mail.