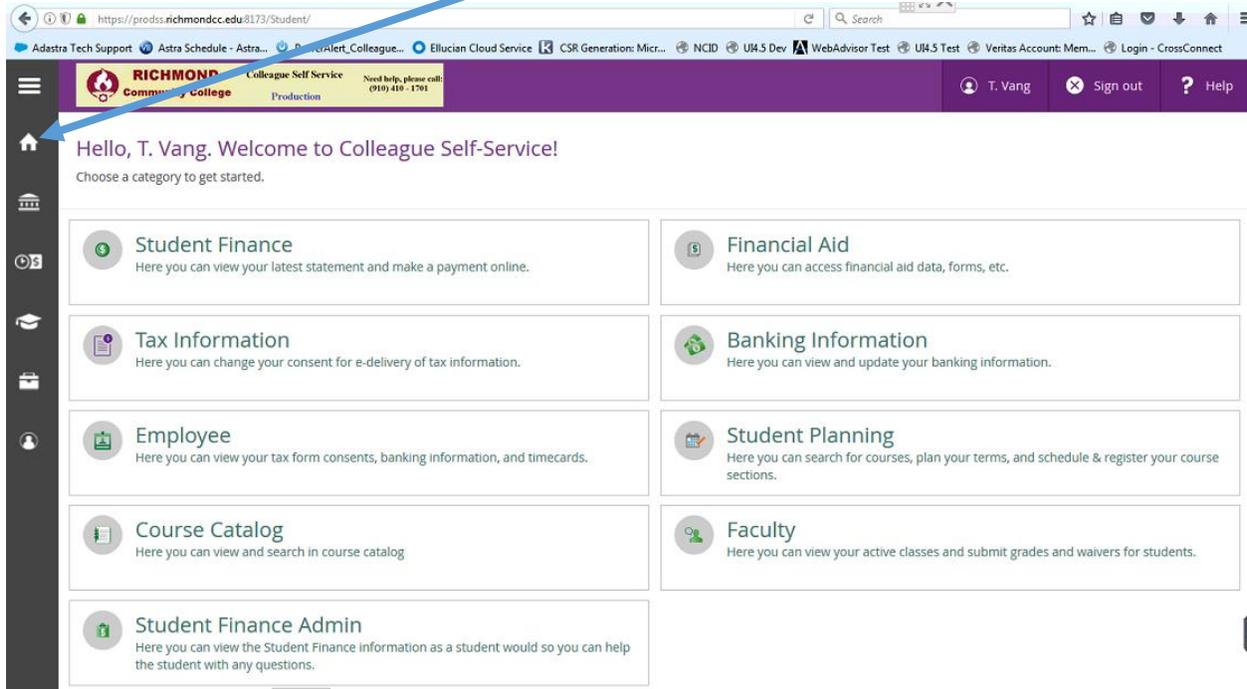


# Colleague Self-Service Make A Payment Guide

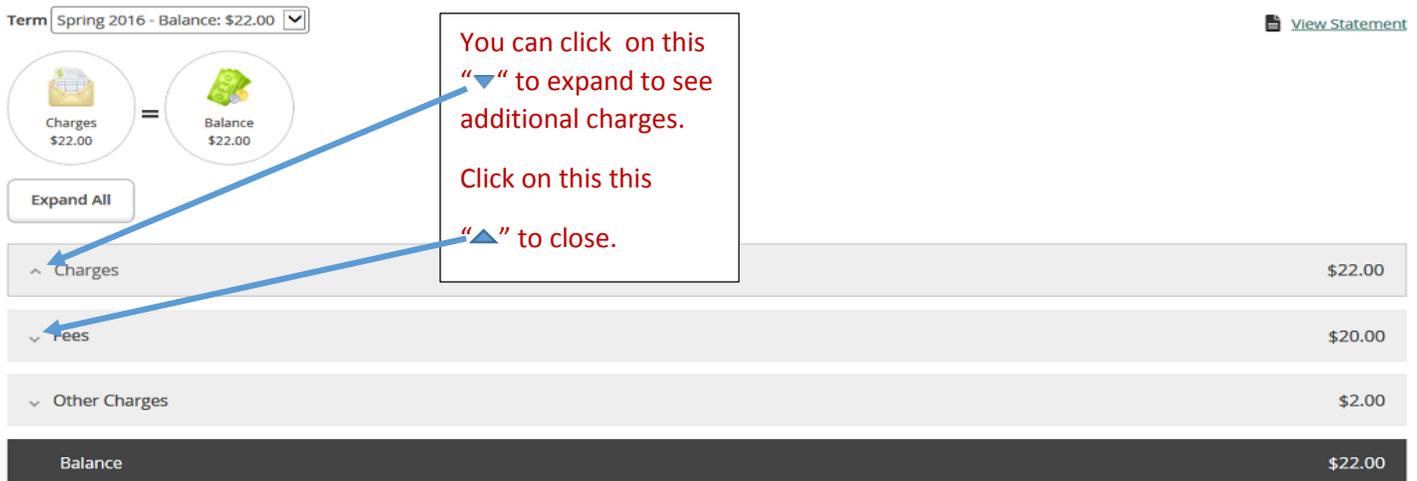
Make a payment through Colleague Self-Service can be confused and cumbersome unless the user fully understand and go through “all processes” and “Official Payment” website screens. This guide will show you how to go through each process, step, and screen to ensure that your payment will process properly so you will receive the “Payment Acknowledgement” document at the end. Please be aware that Richmond Community College only accepts VISA and MASTERCARD credit cards.

After successfully logged into the Colleague Self-Service, there are couple ways that you can get to the ‘Make A Payment’ menu. This document will start on the “**Home**” page.

- Click on the “**Student Finance**” menu



1. You should see the “**Account Summary**” screen – see below.



2. Click on the “[Make a Payment](#)”

### Account Summary

View a summary of your account

Account Overview		
Amount Overdue	\$22.00	
<b>= Total Amount Due</b>	<b>\$22.00</b>	<a href="#">Make a Payment</a>
<b>Total Account Balance</b>	<b>\$22.00</b>	<a href="#">Account Activity</a>
<a href="#">Spring 2016</a>	\$22.00	
<a href="#">Summer 2015</a>	\$0.00	

3. Make sure there line item is “checked”.

### Make a Payment

Select the Items that you would like to pay and Choose a Payment Method below

**Alert: IMPORTANT**  
Accounts not paid in full by published due dates will result in your classes being dropped. Please make sure to pay your account in full. We only accept VISA and MASTERCARD

Total Payment : \$22.00

^ Spring 2016						\$22.00
Select	Item	Payment Group	Date Due	Amount Due	Amount to Pay	
<input checked="" type="checkbox"/>	Student Receivable	BANK	2/2/2017 (Overdue)	\$22.00	\$ <input type="text" value="22.00"/>	

Total Amount Due \$22.00

4. Click on the “down arrow” and select “Credit Card” (We only accept VISA and MASTERCARD).

**Alert: IMPORTANT**  
Accounts not paid in full by published due dates will result in your classes being dropped. Please make sure to pay your account in full. We only accept VISA and MASTERCARD

Total Payment : \$22.00

^ Spring 2016						\$22.00
Select	Item	Payment Group	Date Due	Amount Due	Amount to Pay	
<input checked="" type="checkbox"/>	Student Receivable	BANK	2/2/2017 (Overdue)	\$22.00	\$ <input type="text" value="22.00"/>	

Total Amount Due \$22.00

5. Click on the “[Proceed to Payment](#)” button.

6. Please read the paragraph below thoroughly and **pay specifically attention to the red sentences.**

### Payment Review

Review your Payment Information below

#### Payment Review

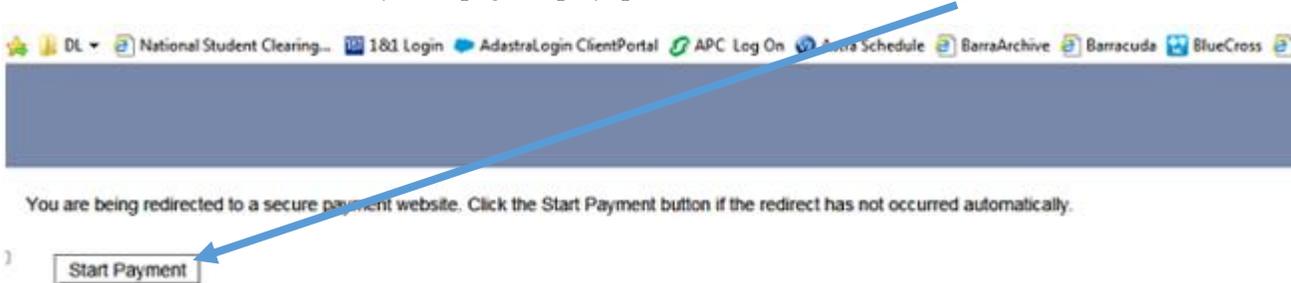
You have chosen to pay the items below. If you agree to pay these items, click the "Pay Now" button below. You will be taken to a secure web site to enter your payment information. While you're on the Official Payment site, **It is very important that you SCROLL to the bottom of each screen and click on the "Continue", "Accept Terms", "Submit", etc.. button until there is NO MORE buttons for you to click. Otherwise, you will not get the confirmation email sent to your email address. Please DO NOT STOP at the "Payment Submitted Successfully" screen!!!**

Payment Information	
Item	Amount
Student Receivable	\$2.00
<b>Total Payment Amount</b>	<b>\$2.00</b>

**Pay Now**

7. Click on the **"Pay Now"** button.

8. The next screen may take couple minutes to display the Official Payment website. If after 3 or 4 minutes, you don't see the Official Payment page display, please click on the **"Start Payment"** button.



You should see the **"1<sup>st</sup> Official Payment"** screen display. You must go through **FIVE Official Payment** screens.

**1<sup>st</sup> Official Payment Screen** – You need to:

1. Verify that the amount is correct
2. Enter your credit card information onto this screen (see below)
3. Click on the **"Continue"** button to go to the next page

## COMMUNITY COLLEGE

**Richmond Community College**  
Tuition & Fees (Web) Test  
PAYMENT INFORMATION > PAYER INFORMATION > REVIEW & SUBMIT > COMPLETE

**Payment Amount**  
\$ 2 . 00

**Payment Method**  
New Card

**Card Number**    **Expiration Date**    **Security Code** [What is this?](#)

Cancel    Please note you will not be charged until you Submit at end.    **Continue**

This page supports 128-bit SSL encryption as verified by DigiCert.

## 2<sup>nd</sup> Screen:

1. Verify that the “ending” credit card and “Amount” are correct.
2. Click on the “**Accept Terms**” to continue to the next page

### Richmond Community College

Tuition & Fees (Web) Test

[PAYMENT INFORMATION](#) > [PAYER INFORMATION](#) > [REVIEW & SUBMIT](#) > [COMPLETE](#)

## Review & Accept Terms

### Payment Method

### Amount

**VISA** Ending in 1111

**\$2.00**

#### Official Payments Terms and Conditions:

Completion of a payment transaction is contingent upon both the authorization of payment by your card company and acceptance of your payment by the entity you are paying. In the event that your payment is unable to be processed, Official Payments will attempt to notify you at least once using the contact information you have provided. In the event your payment is not processed or authorized by your card company or the applicable entity you are seeking to pay fails to accept your payment your payment liability shall remain outstanding and unpaid and you will be subject to all applicable penalties, late fees and interest charges assessed by the relevant entity thereon, all of which obligations remain your sole responsibility.

By clicking the "Accept" button below you hereby confirm your authorization for us to charge your selected credit or debit card, and agree to pay, the "Total Payment" amount indicated, subject to and in accordance with the agreement governing the use of your credit or debit card.

Printer Friendly

[Back](#) | [Cancel](#)

Please note you will not be charged until you Submit at end.

**Accept Terms**

## 3<sup>rd</sup> Screen: Enter your phone number.

1. Verify that your name and address are correct.
2. **You MUST ENTER YOUR PHONE NUMBER ON TO THIS SCREEN!!!**
3. Click on “**Continue**” to go to the next page

### Please enter your account information

Name  
Teng MI Vang Suffix

Country  
United States

Address  
265 Vang Dr  
Street Address 2  
Apartment or Suite Number

Mount Gileas NC 27306

Daytime phone  
 US  International  
( ) -

Note: Please provide area code and extension in case we need to contact you regarding your payment.

#### Enter your email

tavang@richmondcc.edu

tavang@richmondcc.edu

[Back](#) | [Cancel](#)

Please note you will not be charged until you Submit at end.

**Continue**

4<sup>th</sup> Screen: Confirmation of credit card and Amount. Click on the “Continue” button to go to the next page.

Richmond Community College  
Tuition & Fees (Web) Test

PAYMENT INFORMATION > PAYER INFORMATION > REVIEW & SUBMIT > COMPLETE

REVIEW & SUBMIT

Payment Method	Amount
VISA Ending in 1111	\$2.00

Account Information

Name	Teng Vang
Street Address	265 Vang Dr
City	Mount Gilead
State	NC
Zip code	27306
Country	United States
Daytime phone	(910) 410 - 1814
Email	tavang@richmondcc.edu

Back | Cancel

It is only necessary to click the "Submit" button once. Clicking the "Submit" button multiple times may result in the processing of multiple payments.

Submit

5<sup>th</sup> Screen: Credit Card Successfully Submitted Screen

- ✓ **DO NOT STOP HERE!!!**
- ✓ Click on the “Continue” button to complete the transaction so you will receive your “Payment Acknowledgement” statement.

Richmond Community College  
Tuition & Fees (Web) Test

START Provide Payment Information Provide Payer Information Review and Submit Payment COMPLETE

Payment Submitted Successfully

Confirmation Number: 90011718	Date & Time: Thursday, May 1, 2014 03:29PM ET	Thank you for using Official Payments	PRINT
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Payment	Service Fee	Total Payment
\$ 2.00	\$0.00	\$ 2.00
		VISA

Teng Vang4  
265 Vang Dr  
Mount Gilead, NC 27306  
United States  
910-572-1794  
vangt265@yahoo.com

VISA  
XXXX-XXXX-XXXX-1111  
04/2015  
\*\*\*\*

Continue

After you click on the “Continue” button on this screen, you should see the “Payment Acknowledgement” displays. Please print it and keep it for your record. You may now return to the Colleague Self-Service.