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.

You can click on this “▼” to expand to see additional charges.

Click on this this “▲” to close.
2. Click on the “Make a Payment”

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

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

5. Click on the “Proceed to Payment” button.
6. Please read the paragraph below thoroughly and pay specifically attention to the red sentences.

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 “1st Official Payment” screen display. You must go through FIVE Official Payment screens.

1st 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
2nd Screen:

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

3rd 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
4th Screen: Confirmation of credit card and Amount. Click on the “Continue” button to go to the next page.

5th 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.

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.