

HOW TO PAY YOUR TUITION ONLINE

Before beginning the payment process, please review, the helpful hints at end of document

1. Login to MyTNCC > VCCS SIS: Student Information System > Self-Service > Student Service Center

The screenshot shows the 'Student Message Center' interface. Under the 'Academics' section, there are links for Search, Plan, Enroll, My Academics, and Apply for Graduation. Below this is a dropdown menu for 'other academic...'. The 'Finances' section is expanded, showing 'Thomas Nelson Comm. College' with a 'User Preferences' link. A message states: 'For up-to-date balance due or to make a payment, change User Preferences (link above) to correct college, then click Account Inquiry.' Below this is the 'My Account' section with a link to 'Apply for Payment Plan'. The 'Account Summary' box displays: 'You owe 480.60.', 'Due Now: 0.00', and 'Future Due: 480.60'. It also includes a note: 'For an updated balance, click on Account Inquiry.' and a warning: 'Charges due may not reflect all financial aid, payment plan or third party payments.' At the bottom of the 'Financial Aid' section, there is a 'Make a Payment' link and a dropdown for 'other financial...'. A final note states: 'Please note that all tuition and most fees are set by the State Board for Community Colleges and are subject to change each semester without prior notice.'

2. From the Student Service Center page, click on [“Make a Payment”](#). This will open the student portal to access the enterprise account.

Please Note: The very first time logging in, the following page will open.

The screenshot shows the 'Create Account' form for Thomas Nelson College. The form includes sections for Contact Info, Address, E-mail, and Phone Numbers. The Contact Info section has fields for Prefix, First Name (Thomas), Middle Name, Last Name (Nelson), and Suffix. The Address section has fields for Country (United States), Address Line 1 (123 Anywhere Dr), Address Line 2 (Apartment, Suite, Unit, Building, Floor, etc.), City (Hampton), State (Virginia), Zip (23603), and Time Zone (Eastern Time). The E-mail section has a field for E-mail 1 (thomas.nelson@tncc.edu) and a note: 'All correspondence will be sent via e-mail only. Correspondence will be sent to all e-mails provided.' The Phone Numbers section has fields for Daytime Phone (US, (757) 671-1111, Ext.), Evening Phone (US, Ext.), and Mobile Phone (US, Ext.). At the bottom, there is a certification statement and a 'Submit' button.

After clicking the "Submit" button, the following page will be presented requesting a 4 digit pin number be created. *The 4 digit PIN is used to verify identity when phoning the customer service call center.*

Review Items

The following item(s) require your attention before proceeding.

Create A 4-Digit PIN To Continue

The 4-Digit PIN will be used to validate your identity when you make inquiries by telephone. Choose something you will easily remember.

*4-Digit PIN:

Once the 4 digit PIN has been entered, select the "OK" button, and your home page will be displayed

3. Once on the home page, the balance owed will be displayed.

THOMAS NELSON
The Network's Gateway to College

nelnet CAMPUS COMMERCIAL es Español i Customer

Home My Profile Financial Accounts ? Signed in as

Hello

Payment Activity [View Details](#)

Current Balance
\$389.80 [Transaction Details](#)

[Make a Payment](#)

4. To make a payment, Select the [Make a Payment](#) Button.

THOMAS NELSON nelnet es Español Customer Service

Home My Profile Financial Accounts Signed in as Cindy

Make A Payment

Cindy Student ID: 12373

1 Select A Payment 2 Payment Method 3 Receipt

Want to designate another payer?

Select Accounts to Pay

ACCOUNT	TERM	CURRENT BALANCE	PAYMENT AMOUNT
<input checked="" type="checkbox"/> Charges	Fall 2020	389.80	\$ 50.00

• \$389.80 Eligible for Payment Plan
[Set up a Payment Plan](#)

PAYMENT AMOUNT \$50.00

[Cancel](#) [Next - Payment Method](#)

5. Next enter the amount of payment, then click on [Next – Payment Method](#) Button and select payment method

THOMAS NELSON nelnet es Español Customer Service

Home My Profile Financial Accounts Signed in as Cindy

Make A Payment

Cindy Student ID: 12373

1 Select A Payment 2 Payment Method 3 Receipt

Payment Method

VISA ending in 1111
 International Payment
or Add a New Account

Payment Method Disclosure

Card Transactions for Thomas Nelson Community College are Processed Through Nelnet Campus Commerce, USA.

[Next - Payment Method](#)

Payment Method

Bank Account
 Credit / Debit Card
 International Payment

Bank Account Details
All fields are required

Account Holder Name

Bank Name

Account Type Checking Savings

Routing Number ?

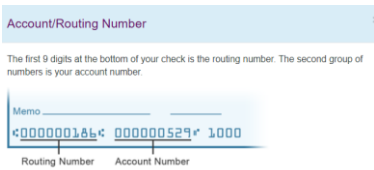
Invalid Routing Number

Account Number ?

Save bank account to Financial Accounts for future use?

[Cancel](#) [Save & Continue](#)

If using an e-check/bank account, you can click on the ? next to the Routing number or Account Number box, instructions are provided on where to locate the routing number and account number on a check.



If you wish to save this payment profile for future payments, select the box above the [Save & Continue](#) button.

THOMAS NELSON

netnet Español Customer Service

Home My Profile Financial Accounts Signed in as Cindy

Make A Payment
Cindy Student ID: 12373

1 Select A Payment 2 Payment Method 3 Receipt

Payment Method

VISA ending in 1111
 International Payment
 My Bank ending in 7777
 or Add a New Account

Netnet Returned Payment Fee Policy

Total Amount

Institution Amount \$50.00

Total \$50.00

[Cancel](#) [Pay \\$50.00 Now](#)

6. Next verify the information and then click on the [Pay Now Button](#) at the bottom of the page.

Thank You

Your payment for \$50.00 has been authorized and submitted.
A transaction receipt was sent to TestAccount1@factsmtg.com

[Proceed to Home](#)

Summary

Institution	Thomas Nelson Community College
Customer	Cindy Student
Student ID	12373
Payment Date	02 Oct 2020
Account Holder Name	Daddy Student
Account	My Bank - 7777
Institution Payment Amount	\$50.00

This is an immediate one-time payment and cannot be canceled. If you have any questions, contact Netnet at (800)609-8056.

Authorization

7. Click on [Proceed to Home](#) Button to see the balance has been reduced by the payment made.

If assistance is needed, click the [Customer Service](#) Link

Customer Service



Please refer to the Frequently Asked Questions before calling. [View more](#)

Frequently Asked Questions

[Expand All](#) | [Collapse All](#)

- ▼ I receive a message at the top of the page that says my cookies are not enabled?
- ▼ I receive a message at the top of the page that says I already have a session open?
- ▼ How can I make this web site a favorite or bookmark in my browser?
- ▼ When I click on a paperclip or other document link to view, nothing happens?
- ▼ Who can I contact with questions about a credit card transaction?

HELPFUL HINTS:

1. Before making a payment, verify that your User Preferences are set to Thomas Nelson Com College by following the directions below.

Login into MyTNCC select VCCS SIS: Student Information System > Self Service > Campus Personal Information > User Preferences. Verify that Thomas Nelson Community College has been selected from the Institutional field drop down box, then the green save button.

User Preferences

To facilitate your navigation through the different pages, and to avoid having to select the generic values, you may default your most commonly used values for the following fields. Other values will remain available for selection as appropriate for each feature.

Institution	<input type="text" value="Thomas Nelson Comm. College"/>
Academic Career	<input type="text"/>
Term	<input type="text"/>
Aid Year	<input type="text"/>

To better notify you, tell us in which method you prefer receiving notifications.

Set Notification Preferences

2. If you are using a mobile device to access your student account to make a payment and are having difficulties, please try using a computer or laptop. Not all mobile devices are compatible with the payment function.
3. When making a payment ensure your popup blocker has been disabled.