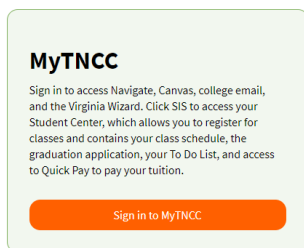


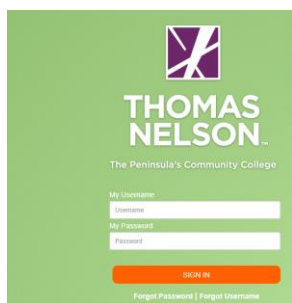
# HOW TO PAY YOUR TUITION ONLINE

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

1. To pay your tuition online, login into MyTNCC (located on tncc.edu website under Current Student)



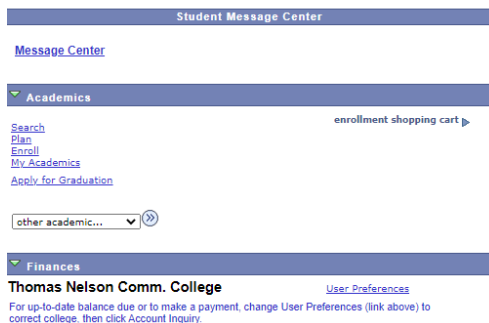
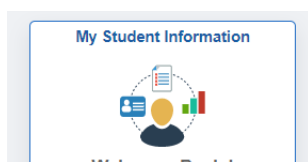
2. Enter your username and password and select the orange "SIGN IN" button



3. Select the SIS (Student Information System) Icon



4. Select the My Student Information tile



My Account  
[Apply for Payment Plan](#)

**Account Summary**

**You owe 480.60.**

- Due Now: 0.00
- Future Due: 480.60

For an updated balance, click on Account Inquiry.

Charges due may not reflect all financial aid, payment plan or third party payments.

Financial Aid  
[View Financial Aid](#)  
[Accept/Decline Awards](#)

[Make a Payment](#) ▶

other financial... ▼ ⓘ

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.

- 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.

**THOMAS NELSON**

eInet Español Customer Service

### Create Account

**Contact Info**  
Welcome. Please take a few moments to review and complete your contact information.

**Name**

Prefix: -- None --  
First Name: Thomas  
Middle Name:  
Last Name: Nelson  
Suffix: -- None --

**Address**

Country: United States  
Address Line 1: 123 Anywhere Dr  
Address Line 2: Apartment, Suite, Unit, Building, Floor, etc.  
Add another address line  
City: Hampton  
State: Virginia  
Zip: 23003  
Time Zone: Eastern Time

**E-mail**

E-mail 1: thomas.nelson@tcnc.edu  
Add another e-mail address  
All correspondence will be sent via e-mail only.  
Correspondence will be sent to all e-mails provided.

**Phone Numbers**

All at least one phone number is required.

Daytime Phone: US (957) 671-1111 Ext:  
Evening Phone: US Ext:  
Mobile Phone: US Ext:

I certify that I am the subscriber to the provided cellular or other wireless number. To stay informed and receive the best service, I authorize Nelnet and its representatives and agents to contact me regarding my account at any current and future numbers that I provide for my cellular, telephone or other wireless device using automatic dialing systems, artificial or pre-recorded messages, and/or SMS text messages. I understand that standard message and data rates may be charged by my service provider(s). By clicking "Submit" below, you agree to such contact related to your account.

**Submit**

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:

OK

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

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

Hello

**\$ Payment Activity** [View Details](#)

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

**Make a Payment**

7. To make a payment, Select the **Make a Payment** Button.

THOMAS NELSON es Español i 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**

8. Next enter the amount of payment, then click on **Next – Payment Method** Button and select payment method

THOMAS NELSON es Español i 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  Payment Method Disclosure

VISA ending in 1111  
 International Payment or Add a New Account

Netnet Returned Payment Fee Policy

Cancel

---

**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.

**Account/Routing Number**

The first 9 digits at the bottom of your check is the routing number. The second group of numbers is your account number.

Memo

⑆00000186⑆ 00000529⑆ 1000

Routing Number      Account Number

If you wish to save this payment profile for future payments, select the box above the **Save & Continue** button.

9. Next verify the information and then click on the **Pay Now Button** at the bottom of the page.

10. 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

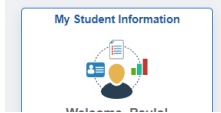
## HELPFUL HINTS:

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

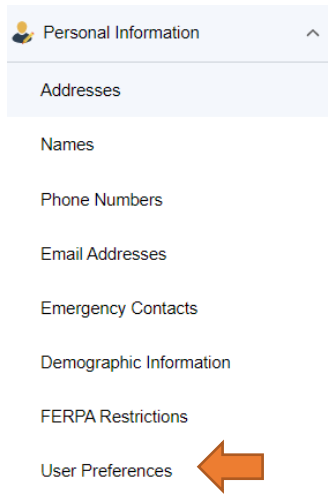
A. Select the SIS (Student Information System) Icon



B. Select the My Student Information tile

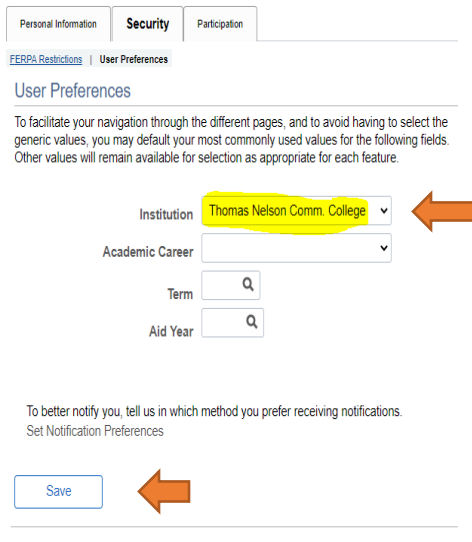


C. On the left side of the screen select the last option Personal Information



D. Select the last option "User Preferences"

E. Verify that Thomas Nelson Comm. College is selected from the dropdown list for Institution and click the "Save" button



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.