WELCOME CARDINALS!

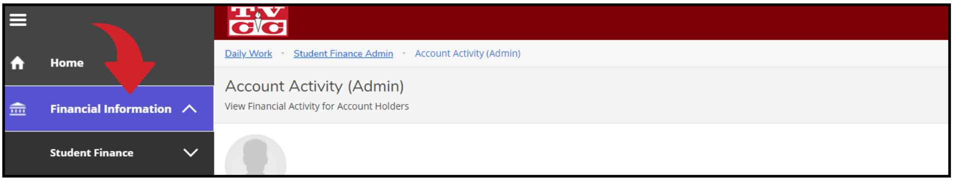
PAYMENT PLAN,
ONLINE PAYMENT
& ELECTRONIC REFUND

INSTRUCTIONS

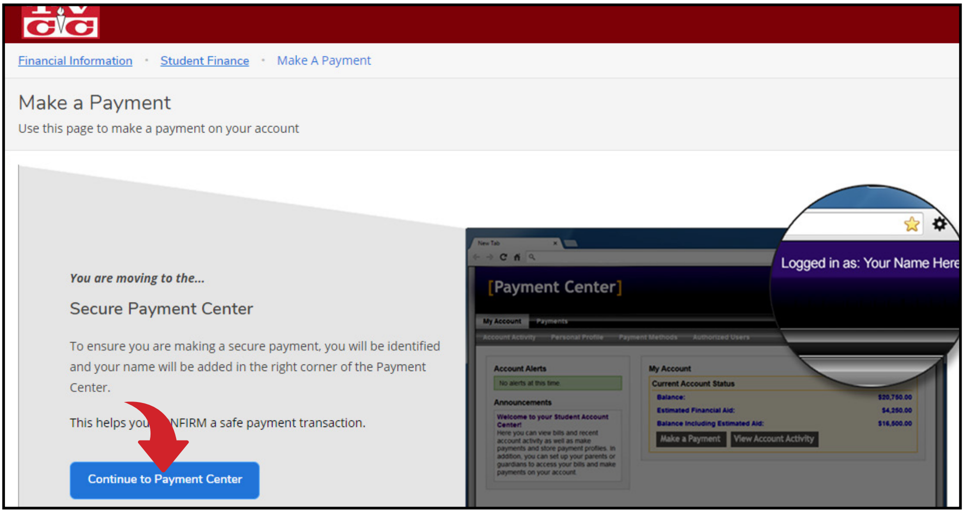
updated 7/9/2024

How to set yourself up for a Payment Plan

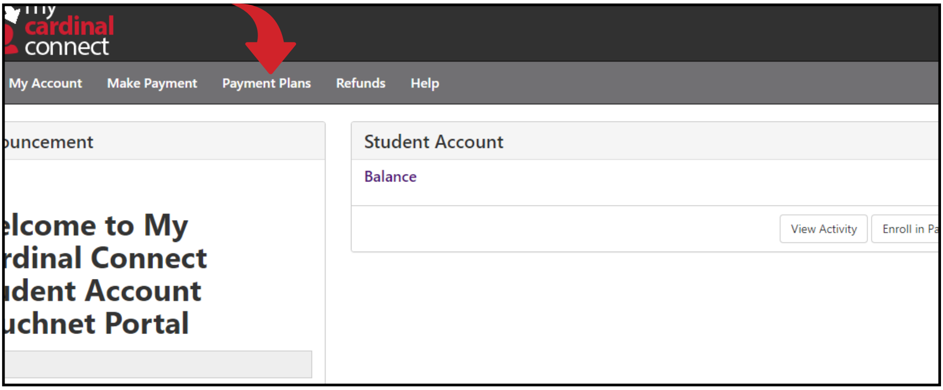
1. Log in to your MyCardinalConnect select “Financial Information” then select “Student Finance”



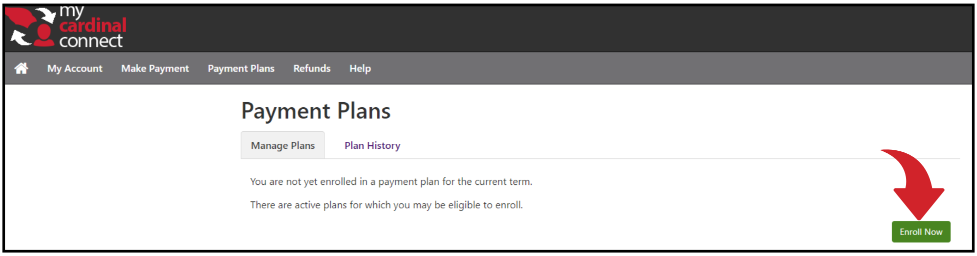
2. From there you will select under the “Student Finance” tab, then “Make a Payment”



3. Then select “ Continue to Payment Center”
4. From there you will be redirected to a secured payment portal at the top you should see a tab that says “Payment Plans”



5. Select the “Payment Plans” tab then you will be redirected to a new page. On this page select “Enroll Now” and then follow the steps.

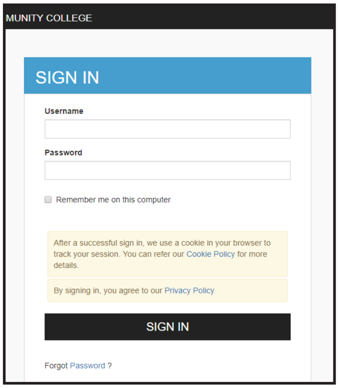


How our payment plans work.....

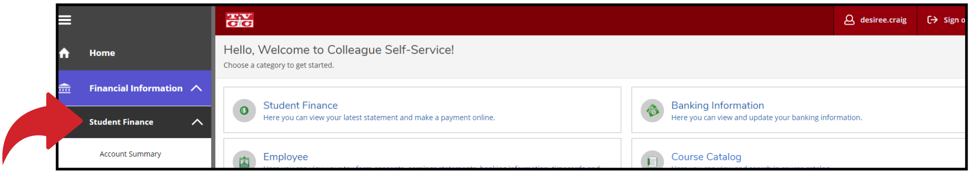
1. At the time of enrollment you will pay a $25.00 set up fee and a specified percentage down depending on the date of enrollment. You have the option to choose a **MONTHLY** or **BI-WEEKLY** installment plan.
2. It will then take the remaining balance and break that into AUTO DRAFTED payments with SET PAYMENT DATES.
3. Your payment plan can recalculate at any time if any charges are removed or added to your account which would cause an increase/decrease in payment date amounts.
4. Payment made outside of the set payment dates (i.e. self-payments, financial aid, sponsorship) will be applied sequentially. This means that the payment will be applied towards the first installment, then the second installment, up until the balance is zero.
5. Our payment plans are set up to be AUTO DRAFTED on the SET DATES, and these dates cannot be changed.

Trinity Valley Community College Online Payments

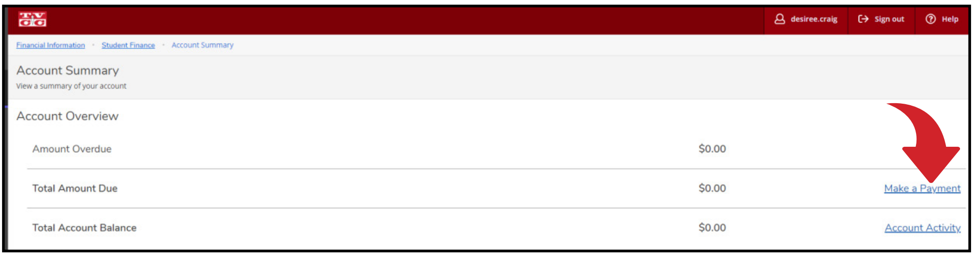
1. Go to:https://mycardinalconnect.tvcc.edu/
2. Enter Username and Password



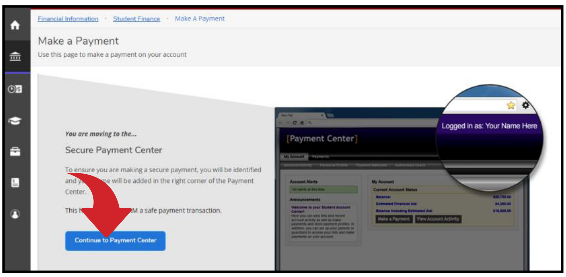
3. Click on “Student Finance” under Financial Information



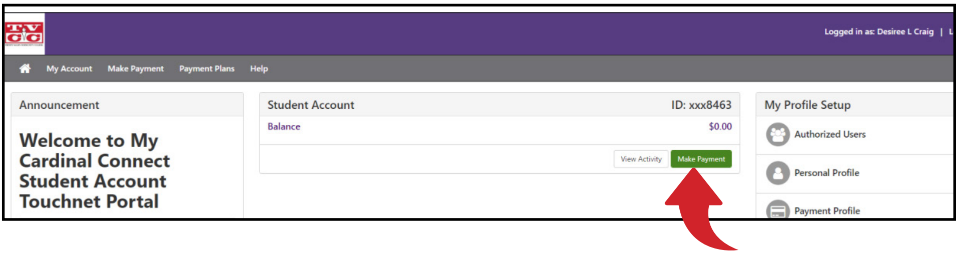
4. An Account Summary will appear showing the balance owed for the student. If you want to view more detailed information about the charges, select the link “Account Activity” next to the Total Account Balance amount. If you want to make a payment in full or set up a payment plan, click the link “Make a Payment”.



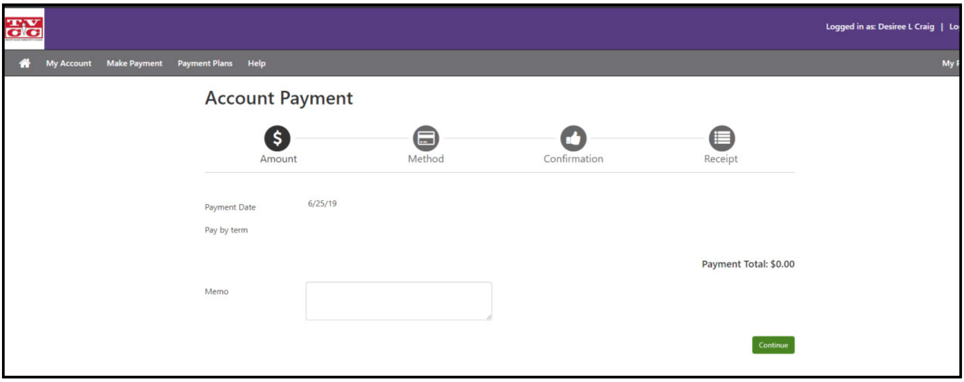
5. On the next screen select “Continue to Payment Center” which will open a new tab on the TouchNet payment website.



6. You will be able to see current charges as well as any financial aid applied with an overall balance. You can again select to view activity for more detailed information on charges, enroll in payment plan (if available), or click "Make a Payment" to pay the balance due in full (partial payments are NOT accepted).



7. From here, follow the prompts to complete your payment. You can select a specific term if you have charges from multiple semesters, you will select your payment method (Mastercard, Visa or Discover accepted online), and then receive payment confirmation and print your receipt if needed. All payments made through the Colleague system (whether online or in person) will automatically generate a receipt email to the student email address on file.



Helpful Hints

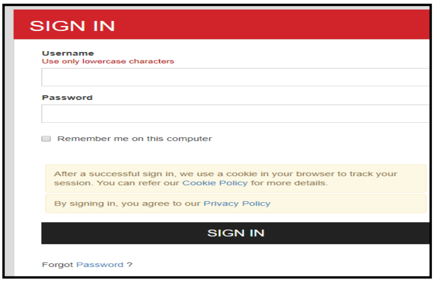
**Mozilla Firefox and Google Chrome browsers work best with this process. If you are having trouble with payment processing, please verify that you are using one of these internet browsers and that you have pop-up blocker turned OFF.

***If you encounter problems logging in to the TouchNet site, please try clearing your browser history and internet cookies and then starting the process from the beginning.

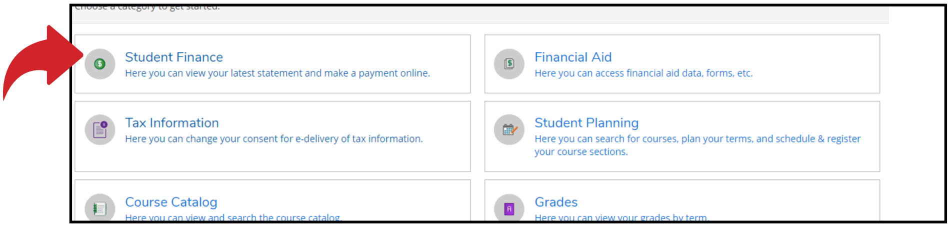
Instructions to sign up for Electronic Refunds

To enter your banking information for any type of refund, ie financial aid disbursements, tuition & fee refunds, and/or room & board refunds, please follow these steps.

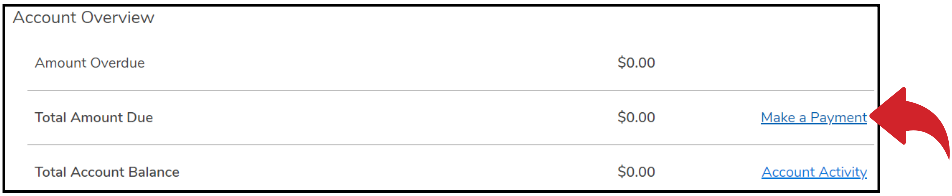
1. Go to https://mycardinalconnect.tvcc.edu/



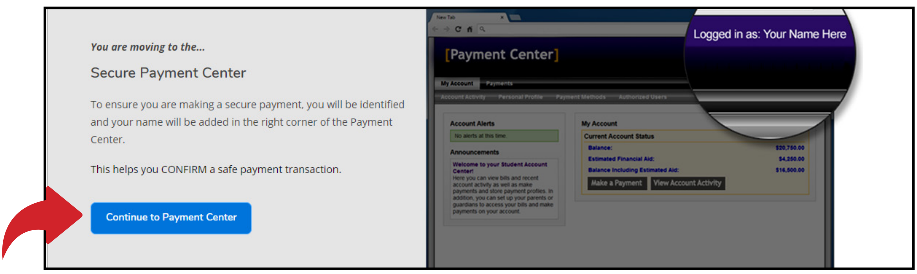
2. Select Student Finance. DO NOT select Banking Information



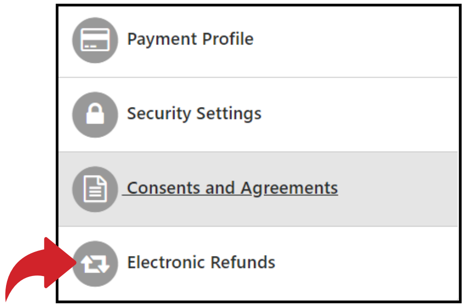
3. Then, select "Make a Payment". You will be directed to the Secure Payment Center.



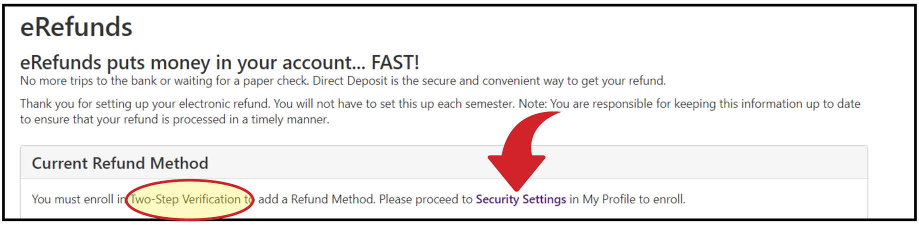
4. Select Continue to Payment Center



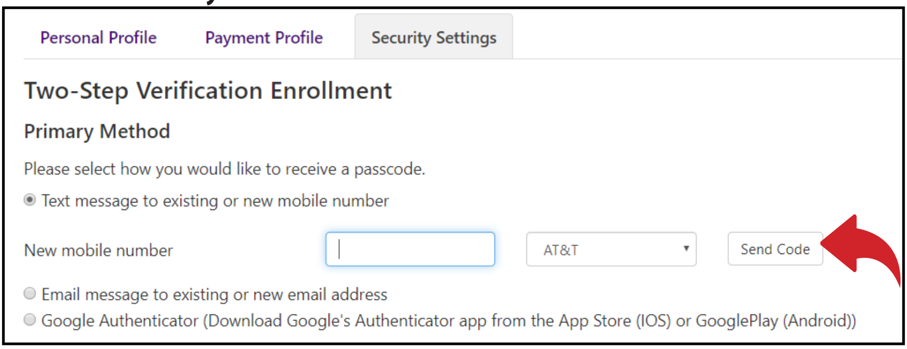
5. On the right hand side of the screen, you will find My Profile Setup. Select Electronic Refunds

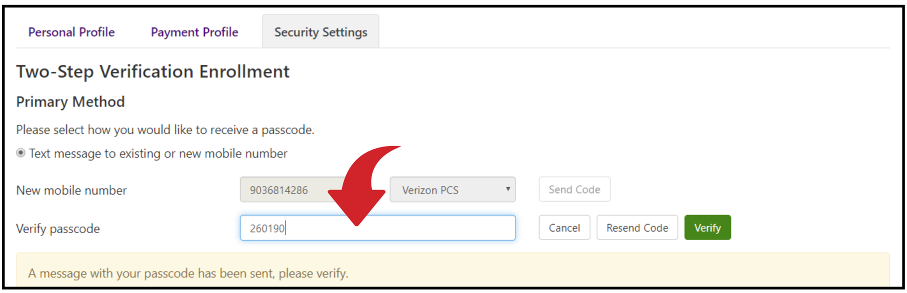


6. Before setting up your Refund Profile, you will be required to enroll in Two Step Verification. Click on Security Settings to set this up.

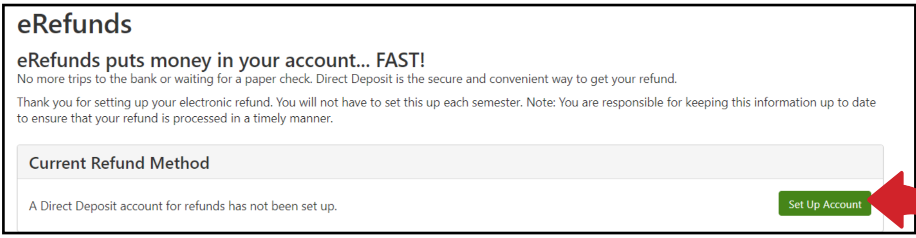


7. Set up Two-Step Verification with either a mobile number or active email address. It will send you a passcode, that you MUST enter before completing the refund account setup.
NOTE: To avoid delays, only enter the mobile number or email address that you have access to.

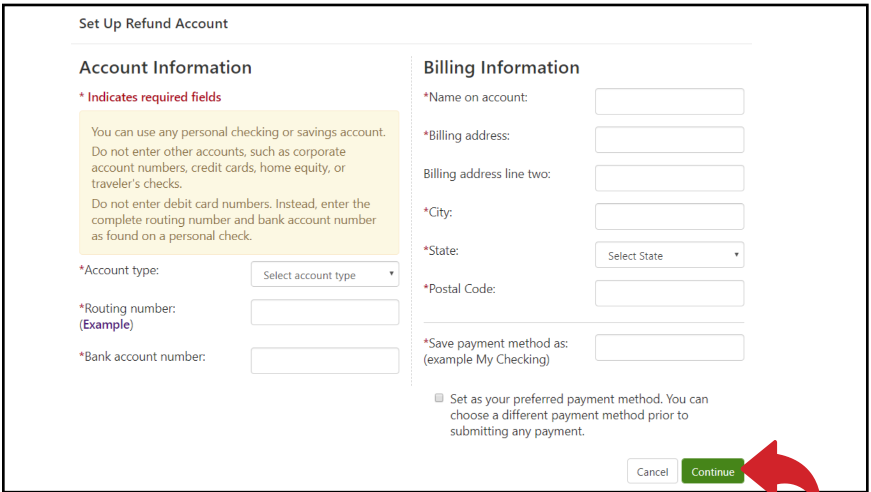




8. Once you have entered your passcode and clicked verify, you will need to go back to the Electronic Refund page. You are now ready to enter your Refund Account Information.



9. This step, allows you to enter you Refund Account Information. ***Please be sure to enter the correct routing and account numbers and DO NOT enter debit card numbers.*** Then click continue.



10. The new pop-up will summarize the information you entered and as long as it is correct and you understand the terms, check off the box for "I Agree" and click "Continue." You can also print the agreement if you'd like.

11. "Your new ACH refund account has been saved" should appear indicating you have successfully created your TouchNet account.

TRINITY VALLEY
COMMUNITY COLLEGE
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