



**NORTHERN
PENNSYLVANIA
REGIONAL COLLEGE**

NPRC Payment Center Guide

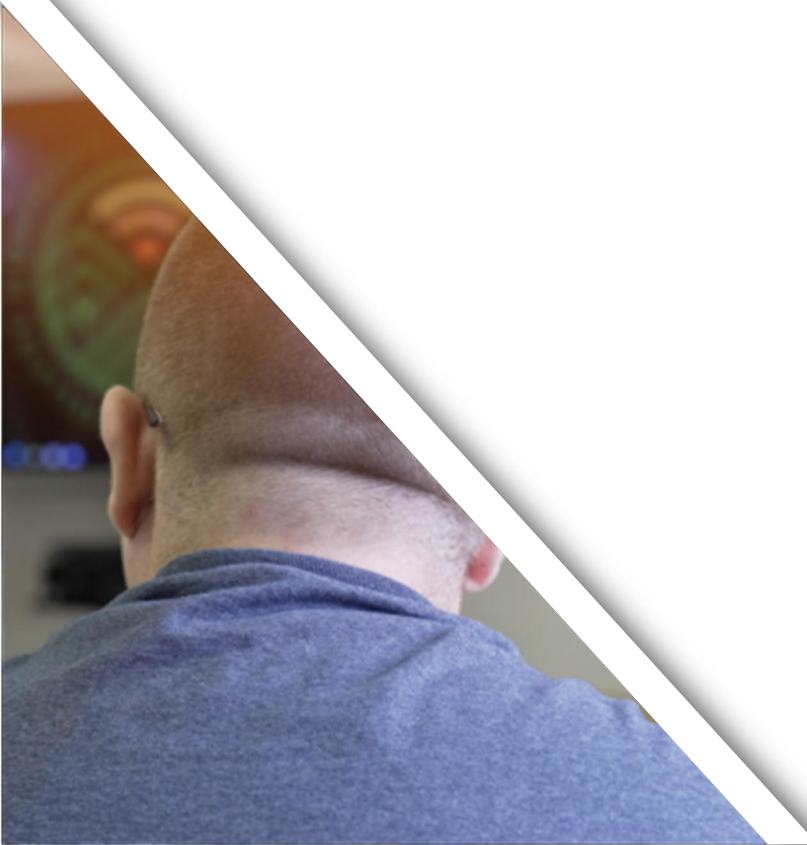


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General Information

NPRC has recently implemented a new Student Information System, Ellucian, which has gone live for the Fall 2024 term. Due to this new system, the Student Payment Center, TouchNet, has also been implemented. Below is information regarding the new payment center.

Log-in Information

NPRC uses a single sign-on, meaning your username and password for both sites will be the same as your NPRC email and password.

Self-Serve Student Payment Portal

The new comprehensive payment portal allows you to view your financial information on a single screen, see charges related to your account, and make online payments.

- Convenient, self-serve portal available online 24/7
- Access bills and make payments online, anytime
- Automated statements, payments, and more
- Select an automatic refund method

Convenient, Secure Card Payments

You, your parents, and sponsors can conveniently make payments with credit or debit cards in a secure, compliant processing environment.

Quick Receipt of Refunds or Disbursements

You can enter your refund option to deliver funds based on your banking and timing requirements.

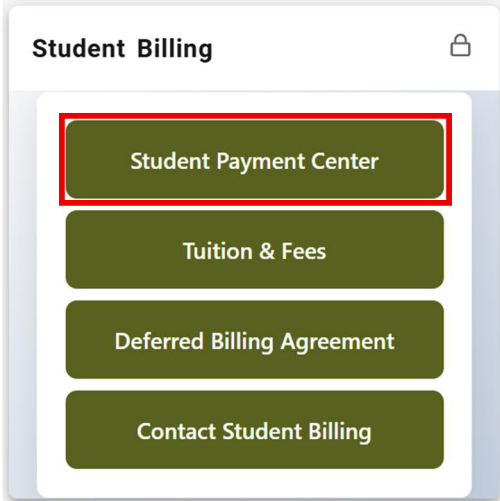
- Wide range of refund options available - credit card, direct deposit, and traditional paper checks
- Receive important notifications
- Create a refund profile to eliminate re-entry of the same information each time a refund is needed

If you have any questions regarding the new system, please contact StudentBilling@nprc.edu or call 814-230-9010.

If you are having technical issues, please contact Helpdesk@nprc.edu or call 814-313-7333.

Accessing the Student Payment Center

1. Go to MyNPRC.edu
2. Under the Student Billing card, click [Student Payment Center](#).



This will redirect you to NPRC's payment center.

Profile Setup

1. Once in the payment center, it is recommended to complete your profile setup.
 - a. Navigate to *Security Settings*.



Under *Security Settings*, you can enroll in two-step verification. **It is recommended to enroll in two-step verification in order to save an automatic refund method.

- i. To set up a primary method, select from the options listed and enter your contact information.

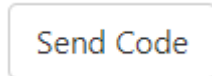
Two-Step Verification Enrollment

Primary Method

Please select how you would like to receive a passcode.

- Text message to existing or new mobile number
- Email message to existing or new email address
- Google Authenticator (Download Google's Authenticator app from the App Store (IOS) or GooglePlay (Android))

- ii. Select *Send Code*.



- iii. Enter the code received and click *Verify*.

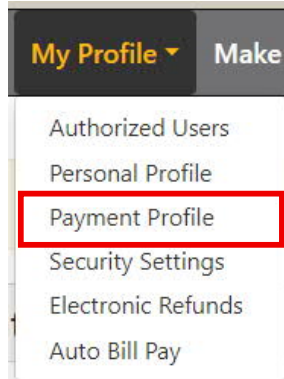


- iv. To set up a *Backup Method*, a primary method is required.

- b. To finish your profile setup, drop-down *My Profile* in the top left corner.



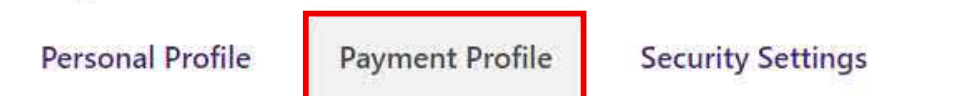
- c. Click on *Personal Profile*.



Under your *Personal Profile*, you can sign up for text message alerts and add a secondary email address.

- d. Navigate to *Payment Profile*.

My Profile



Under *Payment Profile*, you can add and edit your payment methods.

- i. To Add a New Payment Method, select electronic check (checking/savings) in the drop-down menu.

Add New Payment Method

Method

Electronic Check - Payments can be made from a personal checking or savings account.

ii. Click *Select*.

iii. Enter your account information in the required fields.

iv. To set this payment method as your refund method, check the box.

Refund Options

Only one account can be designated to receive refunds.

Check here if you would like refunds to be deposited into this account.

v. Click *Continue*.

Refund methods can also be set up under the *Refunds* menu.

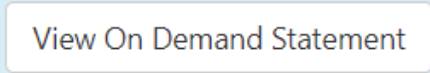
vi. To edit a payment method, select the gear icon under Action under Saved Payment Methods.

Saved Payment Methods			
Payment methods	Use for Refunds	Modified	Action
My Hogwarts Checking	Yes	2/23/24 14:49:06	<input type="button" value="⚙"/>
My Other Checking	No	2/23/24 14:48:50	<input type="button" value="⚙"/>

Statements

On Demand Statements

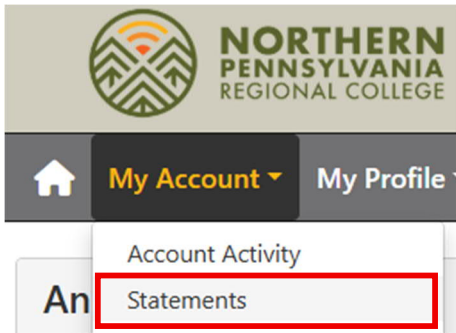
- You can view your account statement by clicking on *View On Demand Statement* on the payment center homepage.



Form 1098-T, Tuition Statement

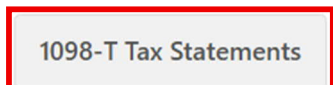
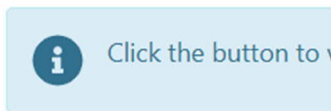
Students that have consented to receive a 1098-T electronically will be able to access their statement in the [Student Payment Center](#).

- Under My Account, click on *Statements*.



- Students can view their statement under *1098-T Tax Statements*.

Statements



Account Activity

- Your account activity can be viewed by clicking on *View Activity* on the payment center homepage.

Student Account	ID: <input type="text"/>
Balance	\$3,233.33
View Activity	Enroll in Payment Plan Make Payment

- You can also view your account activity by dropping down My Account in the top left corner of the payment center homepage.

My Account ▾	My Profile
Account Activity	
Statements	
Payment History	
Consents and Agreements	

- Your account activity appears in an itemized list that includes your total tuition charges, payments, aid, and balance for the term or date range selected.

Making a Payment

- To make a payment, click *Make Payment* on the payment center homepage.

[Make Payment](#)

- Enter the date you would like to make a payment.

Payment Date: 

Selecting today's date will immediately submit your payment. Selecting a future date will schedule your payment for the date chosen. You cannot select a past date.

- Enter the amount you would like to pay toward your bill.

Pay By Term

Enter amount to include in the payment total.

Fall 2024 | \$3,233.33

\$

- Click *Continue*.
- Select your payment method from the drop down.

Amount: \$50.00
Method:*

- You must agree to the ACH Payment Agreement before processing your payment.
- Verify all entered information is correct then click *Submit* or *Schedule Payment*.

- Save a copy of your payment receipt for your records.

Payment Plans

- To enroll in a payment plan, click on *Enroll in a Payment Plan* on the payment center homepage.

Student Account	ID: xxx0574	
Balance	\$3,233.33	
<input type="button" value="View Activity"/>	<input type="button" value="Enroll in Payment Plan"/>	<input type="button" value="Make Payment"/>

- Select *Enroll Now*.

- Select the term.

Select a term

- Click *Select*.
- To view more information on a plan, select *Details* next to that plan.

Action

The plan options available are weekly, bi-weekly, and monthly installments. If you need a more specific plan, please contact StudentBilling@nprc.edu.

You can enroll in a payment plan anytime, but your number of installments and payment amounts may change if you enroll late.

- Click *Select* on the plan you would like to enroll in.

The next page will allow you to view the plan description and the installment due dates and the amount due on each date.

7. Automatic payments for each installment date and amount can be set up by clicking one of the two options shown below.

Set up Automatic Payments

Would you like to set up payments to be made automatically on the dates shown above?

Yes, I want to set up my payments. Let me choose the payment method that will automatically be used to make a payment on each due date.

No, I don't want to set up payments. I will come back and make each payment on or before the due date.

If you select yes, you will be prompted to select a payment method.

If you select no, you will have to manually pay each installment by its due date. You can change this selection later through *Payment Plans > Manage Plans > Schedule All Installments*.

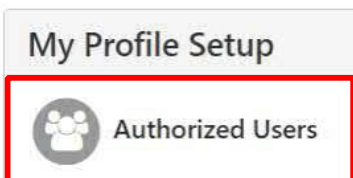
8. Click *Continue*.
9. You must agree to the Payment Plan Agreement before processing your enrollment into a plan.

To cancel your enrollment into a payment plan, you must contact Student Billing at StudentBilling@nprc.edu or 814-230-9010 to be removed.

Adding Authorized Users

Adding an authorized user is your written consent that an individual may view your account information and make payments on your behalf. This does not absolve you from your financial responsibility to pay tuition or fees owed.

1. To set up an authorized user, click *Authorized Users* under My Profile Setup on the right.



2. Select *Add Authorized User*.

Authorized Users



3. Enter the email address of the authorized user, verifying the address is correct.
4. Select the access you would like to give this user.

This user will receive two emails with the necessary information to access their account.

FAQs

Q: What are my online tuition payment options?

You can make online payments with electronic check (ACH), debit card or credit card. We accept Visa, MasterCard, American Express, and Discover.

Q: What happens if a payment is returned?

If a payment is returned, you will be charged a \$35 return fee (subject to change) and the original payment will be reversed in your student account.

Q: Why is the service fee 2.95%? How was that percentage established?

The service fee of 2.95% and/or \$3 minimum is the amount established by the credit card processor, TouchNet PayPath Service. This fee covers the credit card transaction fees charged by the credit card companies.

Q: How can I pay my student account and avoid the service fee?

You may make payment via ACH or paper check and not incur the service fee. Mail paper checks to NPRC, Attn: Cashier, 300 Second Avenue, Ste. 500, Warren, PA 16365

Q: If a credit card payment is made in error, will the service fee be refunded?

The service fee is non-refundable, even if the payment to which it relates is canceled, refunded, credited, or charged back.

Q: What are NPRC's Payment Plan(s) offerings?

Standard plans available are monthly, bi-weekly and weekly installment plans. Customized plans may be organized through Student Billing. Note that you may only enroll in a single plan per term.

Q: Can I change payment plans in the middle of the semester?

Yes, you will have to contact Student Billing to remove you from your current plan.

Q: What are the enrollment dates for the payment plan offered by NPRC?

At any time after registration and before the final two installment dates of each plan.

Q: Why did my installment amounts change for my payment plan?

The payment plan adjusts your installment amounts as new charges or credits are applied to your student account.

Q: What if I have financial aid?

If a student is awarded financial aid for a semester, installment payments will be reduced to reflect the amount of the award. If a student's award is reduced during the semester and a balance is owed, installment payments will process against the card/account on file for any installment due dates that have not passed.

If you have any questions regarding your bill, please contact StudentBilling@nprc.edu or call 814-230-9010.