

# FAQS

## Payment Changes for Student Accounts



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## HOW DO I MAKE A PAYMENT ONLINE?

Payments can be made through your financial institution with online banking or from your **student record account found at**

<https://erp.selkirk.ca/srs/mystudentrecord.htm>

## HOW DO I PAY THROUGH MY FINANCIAL INSTITUTION?

Each financial institution is a little different. Generally, you will want to log in to your bank account and indicate that you want to pay a bill. You will need to search for Selkirk College as the vendor or payee. Your account number will be your six digit student number. Finally, enter the amount that you need to pay and complete the transfer. Please allow 2 to 3 business days for the payment to be applied to your account. Alternatively, you can go directly to the bank and make this request in person.

## HOW DO I MAKE A PAYMENT THROUGH MY STUDENT RECORD ACCOUNT?

Access your student record. Select “Fees” on the left sidebar. The top of the page will show you all your outstanding fees and the applicable due dates. At the bottom of the page, you will be able to select the amount of fees you are wanting to pay on your account. Note that payments are applied to accounts with the oldest outstanding balance first. Select the “Make this Payment” button to enter your credit card information to proceed with your payment. The payment will be applied to your student record instantaneously. Payments can be made with either a credit card or a debit visa card.

## CAN I USE ANY OTHER TYPE OF ONLINE PAYMENT OPTIONS SUCH AS PAYPAL OR EMAIL TRANSFERS?

We do not accept other forms of online payments as the fees for these types of payments and transfers are taken off the original amount which means that the total you paid is not enough to cover the balance owing on the account after processing fees are withheld by the payment gateway. Payments made by these methods will not be accepted by the College and will be automatically returned to the student.

## WHAT IF I NEED MY PAYMENT TO BE APPLIED TO A DIFFERENT ACCOUNT

Please contact one of our campus cashiers if you noticed that your payment was applied to a different account than you were expecting.

## WHAT SERVICES CAN BE PAID ONLINE?

Tuition (including seat deposits), Continuing Education Tuition, Residence fees, SCSU Health & Dental Insurance Fees, and International Medical.

## WHAT ABOUT APPLICATION FEES?

Application fee payments are processed through EducationPlannerBC. You can apply to Selkirk College and make your application fee payments at

<https://apply.educationplannerbc.ca/apply/complete-application/selkirk>

## CAN I STILL MAKE A PAYMENT IN PERSON?

Absolutely! You can go to any one of our campuses and make a payment on your account. Payment options in person or by mail are as follows.

**In-Person:** Debit, Credit, Cheque, Money Order, and Bank Draft

**Mail-In:** Cheque, Money Order or Bank Draft

Please make cheques, money orders and bank drafts **payable to Selkirk College** and include your student number on the front.

## DO I GET A FULL REFUND IF I CANCEL, OR IF MY COURSE IS CANCELLED?

Refunds will be issued according to Selkirk College’s Student Withdrawal Policy #8616

<http://policies.selkirk.ca/college>

## HOW CAN I GET A RECEIPT?

You can obtain a payment receipt by through your student record account. Select fees on the left side bar, then select the account for the type of payment receipt you would like to obtain (tuition, residence fees etc.). Click on the receipt button to print a copy of your payment receipt.

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REMARKABLE  
FUTURES**