Making Payments on ctcLink:

Questions:

• How do I access my account?
• Where do I go to make a payment in ctcLink?
• How do I see what I’m being charged for?

Answer:
The first step in accessing your student account is to activate it; you can find instructions on how to do that here: https://www.olympic.edu/about-olympic-college/ctclink-self-service-portal-coming-march-26

After you have activated your account for ctcLink, you should see tabs on the left side of the screen. In order to view your student account (charges due, payments made, class schedule, payment plan options, making payments, etc.), please select the “Student Homepage” link; this will open a new window.

You should see numerous tiles; clicking on these tiles will take you to different areas of your account. To make a payment, click on the “Financial Account” tile, select “Payments”, select “Make a Payment”, and then proceed through the steps on that page (fill in the requested data and click “Next” on each page until you are done).

(If you see a message that redirects you to contact the Bursar’s office and would like to make a payment over the phone, please email the cashier at CashierOffice@olympic.edu with your full name, student ID number, and a phone number they can reach you at. Please note that there is a high volume of these requests, resulting in unusually long wait times.)

The financial account link will take you directly to your account balance screen. On the left side of the screen you should see the following tabs:

• Charges
• Payments
• 1098-T
• Payment Plans
• Other Account Activities

Below is a breakdown of the tabs and what they will allow you to do:

• Charges- shows you a link to “Charges Due”; this is where you can view the “open charges” (charges that have not been paid). You have the option of viewing these by “Summary By Due Date” or by “Detail Of Charges Due”. You can choose the view you want by selecting the title tab.
• Payments- shows you a link to “Payment History” and “Make a Payment”; this is where you can see previous payments made on your account, as well as making payments for current charges due (see the steps named above).
• 1098-T- shows you a link to “View 1098-T”; this is where you will retrieve the form needed when filing your taxes. If you do not have any qualifying expenses, you should not expect to get one. If someone else has paid your tuition and fees (financial aid, scholarships, third party payors, etc.), you should not expect to get one.
• Payment Plans- shows you a link to “Nelnet Payment Plan” and “Enroll in Payment Plan”; there is currently no option to enroll in any of these plans. The only payment plan being offered by
the college for Spring 2020 does not require enrollment. Please email CashierOffice@olympic.edu for more information about the payment plan being offered by the college for Spring 2020.

- Other Account Activities- shows you a link to “Direct Deposit”, “Purchase Miscellaneous Items”, and “View Student Permissions”; these links do not appear to be accessible and we are looking into this.

**Payment Plan:**

**Questions:**

- Where can I find the payment plan?
- How do I enroll in the payment plan for Spring 2020?
- I tried to apply for the payment plan in ctcLink, but it says I’m not eligible.

**Answer:**

The online Nelnet payment plan is unavailable this quarter, but is scheduled to return for Summer 2020.

In lieu of this, the college is offering a payment plan that **doesn’t require enrollment**. You just have to pay at least 50% of your charges by April 13; the remaining balance is due by May 13. You can view more information about the Spring 2020 payment plan here: https://www.olympic.edu/paying-college/tuition-fees/tuition-payment-plan

Please feel free to email the cashier if you have any more questions regarding making payments on your account.

**Bursar’s Office:**

**Questions:**

- Nothing happens when I click on my “Financial Account” tile.
- I cannot access my financial account; I got a message telling me to contact the Bursar’s office.

**Answer:**

This is a known error that we are working to correct; we thank you for your patience. In the meantime, if you would like to make a payment over the phone, please email the cashier with the following information:

- Full Name
- Phone number
- ctcLink Student ID; if you don’t have one, you may need to activate your account. (https://www.olympic.edu/about-olympic-college/ctclink-self-service-portal-coming-march-26)

The cashier is working hard to return calls to students who wish to pay over the phone. There has been a high volume of these requests. We appreciate your patience.

**Payment Declined:**

**Questions:**
• When I tried to make a payment, my debit/credit card was declined, but I know I have the funds available on the card.

Answer:

When entering your card information, make sure you select the Country/Region in the Billing Information section of the form.
### Account Balance

#### What I Owe

<table>
<thead>
<tr>
<th>Term</th>
<th>Charges &amp; Deposits</th>
<th>Total Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPRING 2020</td>
<td>1,237.60</td>
<td>1,237.60</td>
</tr>
</tbody>
</table>

**Total**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total</strong></td>
<td>1,237.60</td>
</tr>
</tbody>
</table>

Currency used is US Dollar

### Charges Due

#### What I Owe

<table>
<thead>
<tr>
<th>Due Date</th>
<th>Amount Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/27/2020</td>
<td>1,237.60</td>
</tr>
</tbody>
</table>

**Total Amount Due**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Amount Due</strong></td>
<td>1,237.60</td>
</tr>
</tbody>
</table>

Currency used is US Dollar
## What I Owe

### Summary By Due Date

<table>
<thead>
<tr>
<th>Due Date</th>
<th>Description</th>
<th>Term</th>
<th>Business Unit</th>
<th>Charge Date</th>
<th>Charge Amount</th>
<th>Amount Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/27/2020</td>
<td>Resident Operating</td>
<td>SPRING 2020</td>
<td>Olympic College</td>
<td>03/12/2020</td>
<td>870.60</td>
<td>870.60</td>
</tr>
<tr>
<td>03/27/2020</td>
<td>Resident Building</td>
<td>SPRING 2020</td>
<td>Olympic College</td>
<td>03/12/2020</td>
<td>118.70</td>
<td>118.70</td>
</tr>
<tr>
<td>03/27/2020</td>
<td>Resident S &amp; A</td>
<td>SPRING 2020</td>
<td>Olympic College</td>
<td>03/12/2020</td>
<td>113.30</td>
<td>113.30</td>
</tr>
<tr>
<td>03/27/2020</td>
<td>Student Service Fee</td>
<td>SPRING 2020</td>
<td>Olympic College</td>
<td>03/12/2020</td>
<td>20.00</td>
<td>20.00</td>
</tr>
<tr>
<td>03/27/2020</td>
<td>Technology Fee</td>
<td>SPRING 2020</td>
<td>Olympic College</td>
<td>03/12/2020</td>
<td>35.00</td>
<td>35.00</td>
</tr>
<tr>
<td>03/27/2020</td>
<td>Elearning Enrollment Fee</td>
<td>SPRING 2020</td>
<td>Olympic College</td>
<td>03/12/2020</td>
<td>80.00</td>
<td>80.00</td>
</tr>
</tbody>
</table>

**Total Charges Due**: 1,237.60

Currency used is US Dollar
Make a Payment

Specify Payment Amount

This is a list of charges that you are allowed to pay online. Your other charges can be paid through the Cashiers office or mailed in separately.

What I Owe

<table>
<thead>
<tr>
<th>Description</th>
<th>Outstanding Charges</th>
<th>Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Olympic College</td>
<td>1,237.60</td>
<td></td>
</tr>
</tbody>
</table>

Currency used is US Dollar

Next
### Specify Payment Amount

This is a list of charges that you are allowed to pay online. Your other charges can be paid through the Cashiers office or mailed in separately.

<table>
<thead>
<tr>
<th>Description</th>
<th>Outstanding Charges</th>
<th>Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Olympic College</td>
<td>1,237.60</td>
<td>618.80</td>
</tr>
</tbody>
</table>

Currency used is US Dollar
Your payment of 618.80 USD will be collected through our secure third party payment provider.
The following button will connect you to Nelnet, where you can enroll in a payment plan for the eligible charges above.

For further questions or information please contact Student Accounts.
Enroll in Payment Plan

You are not currently eligible to enroll in any payment plans.