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.

Message Center

Tasks

No current tasks

Academic Progress

Manage Classes

Financial Aid

Financial Account

⏹ Payment Due

Academic Records

Profile

Additional Resources

Admissions

Account Balance
Due Now   **1,237.60**
Currency used is US Dollar

Charges ∧

   Charges Due

Payments ∧

   Payment History

   Make a Payment

1098-T ∧

   View 1098-T

Payment Plans ∧

   Nelnet Payment Plan

   Enroll in Payment Plan

Other Account Activities ∧

   Direct Deposit

   Purchase Miscellaneous Items

   View Student Permissions

What I Owe

Term	Charges & Deposits	Total Due
SPRING 2020	1,237.60	1,237.60
Total	**1,237.60**	**1,237.60**

Currency used is US Dollar

Account Balance
Due Now   **1,237.60**
Currency used is US Dollar

Charges ∧

   Charges Due

Payments ∨

1098-T ∨

Payment Plans ∨

Other Account Activities ∨

What I Owe

Summary By Due Date	Detail Of Charges Due

Due Date	Amount Due
03/27/2020	1,237.60
Total Amount Due	**1,237.60**

Currency used is US Dollar

Account Balance
Due Now 1,237.60
Currency used is US Dollar

- Charges ⌃
  - **Charges Due**
- Payments ⌄
- 1098-T ⌄
- Payment Plans ⌄
- Other Account Activities ⌄

What I Owe

Summary By Due Date	Detail Of Charges Due

Due Date	Description	Term	Business Unit	Charge Date	Charge Amount	Amount Due
03/27/2020	Resident Operating	SPRING 2020	Olympic College	03/12/2020	870.60	870.60
03/27/2020	Resident Building	SPRING 2020	Olympic College	03/12/2020	118.70	118.70
03/27/2020	Resident S & A	SPRING 2020	Olympic College	03/12/2020	113.30	113.30
03/27/2020	Student Service Fee	SPRING 2020	Olympic College	03/12/2020	20.00	20.00
03/27/2020	Technology Fee	SPRING 2020	Olympic College	03/12/2020	35.00	35.00
03/27/2020	Elearning Enrollment Fee	SPRING 2020	Olympic College	03/12/2020	80.00	80.00

Total Charges Due   **1,237.60**

Currency used is US Dollar

Account Balance
Due Now   **1,237.60**
Currency used is US Dollar

Charges   ^

Charges Due

Payments   ^

Payment History

Make a Payment

1098-T   ⌄

Payment Plans   ⌄

Other Account Activities   ⌄

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

Description	Outstanding Charges	Payment Amount
Olympic College	1,237.60	

Currency used is US Dollar

Cancel	Next

▶ **My Charges**

⬆Go to top

Account Balance
Due Now 1,237.60
Currency used is US Dollar

📥 Charges ⌃

Charges Due

💳 Payments ⌃

Payment History

Make a Payment

👤 1098-T ⌄

Payment Plans ⌄

📁 Other Account Activities ⌄

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

Description	Outstanding Charges	Payment Amount
Olympic College	1,237.60	618.80

Currency used is US Dollar

Cancel	Next

▶ **My Charges**

⬆Go to top

Account Balance
Due Now   1,237.60
Currency used is US Dollar

Charges   ⌃

Charges Due

Payments   ⌃

Payment History

Make a Payment

1098-T   ⌄

Payment Plans   ⌄

Other Account Activities   ⌄

Make a Payment

Confirm Payment

ⓘ   Your payment of 618.80 USD will be collected through our secure third party payment provider.

| Cancel | Previous | Continue to Make Payment |

⬆Go to top

Account Balance
Due Now   1,237.60
Currency used is US Dollar

Charges ∧

Charges Due

Payments ∧

Payment History

Make a Payment

1098-T ∨

Payment Plans ∨

Other Account Activities ∨

Billing Information

* Required field

First Name *

Last Name

Address Line 1 *

Address Line 2

City *

Country/Region   ▼

Zip/Postal Code *

Email *

Payment Details 🔒

Card Type *

  ○ VISA Visa   ○ Mastercard

Card Number *

Expiration Date *   ▼   ▼

This code is a three or four digit number printed on the back or front of credit cards.

CVN *

Finish

Confirm Payment

Billing Information

* Required field

First Name *

Last Name

Address Line 1 *

Address Line 2

City *

Country/Region [▼]

Afghanistan
Åland Islands
Albania
Algeria
American Samoa
Andorra
Angola
Anguilla
Antarctica
Antigua and Barbuda
Argentina
Armenia
Aruba
Australia

Zip/Postal Code *

Email *

Payment Details 🔒

Card Type *

rcard

Card Number *

Expiration Date *

CVN *

nt of credit cards.

Account Balance
Due Now   1,237.60
Currency used is US Dollar

Charges   ^

Charges Due

Payments   ⌄

1098-T   ⌄

Payment Plans   ^

Nelnet Payment Plan

Enroll in Payment Plan

Other Account Activities   ⌄

Description

Term	Charges & Deposits	Pending Financial Aid	Total Due
Term	0.00	0.00	0.00
	0.00	**0.00**	**0.00**

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.

Account Balance
Due Now 1,237.60
Currency used is US Dollar

Charges ∧

Charges Due

Payments ∨

1098-T ∨

Payment Plans ∧

Nelnet Payment Plan

Enroll in Payment Plan

Other Account Activities ∨

Enroll in Payment Plan

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

⤒Go to top