

Guide to Student Finance Self Service

Student Finance Self Service is a new secure, mobile-friendly, and interactive portal designed to help you navigate the financial aid and payment process. Within Student Finance Self Service, you will be able to:

- Check your current balance
- Make a Payment
- Access your 1098-T Tax forms

The following instructions serve as a resource guide to navigating through your Student Finance Self Service account. If you have questions regarding your financial aid package, please contact the [Bursar's Office](#). If you have questions regarding access to your Self Service account, please contact [Tech Central](#)

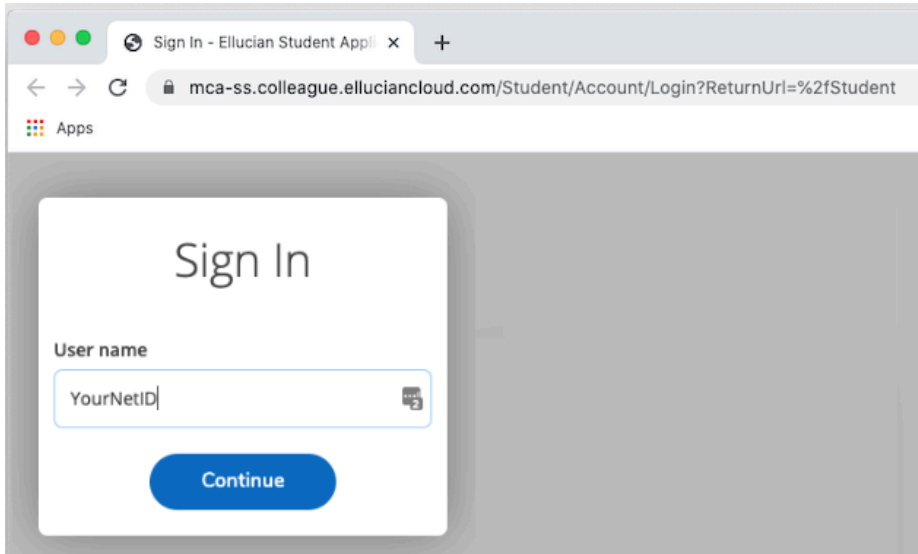
More helpful Resources:

[Financial Aid Self Service Tutorial](#)

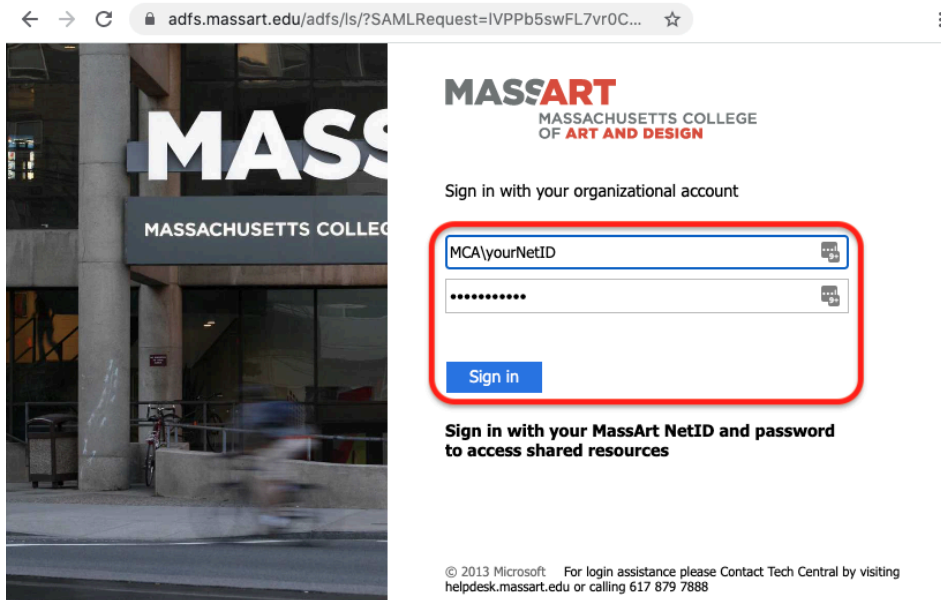
[Registrar Self Service Tutorial](#)

Logging in

You may access Self Service by visiting <https://mca-ss.colleague.elluciancloud.com/Student>



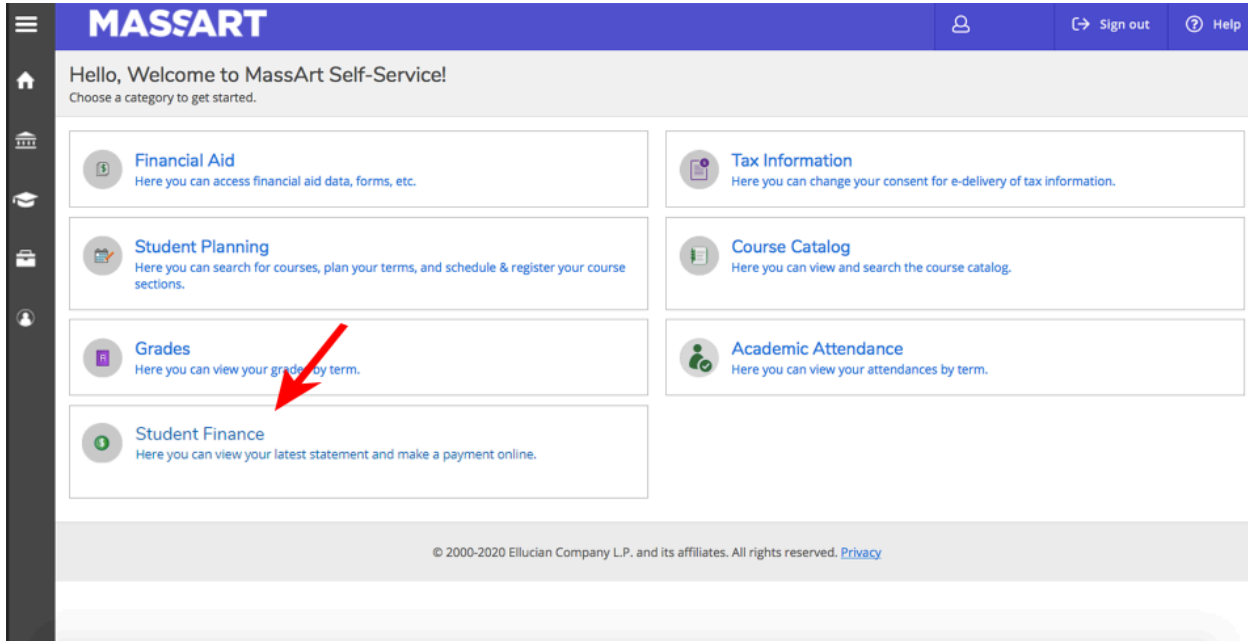
In the *User Name* field under *Sign In*, enter your NetID, and click the Continue button. You will be redirected to a page that looks like this:



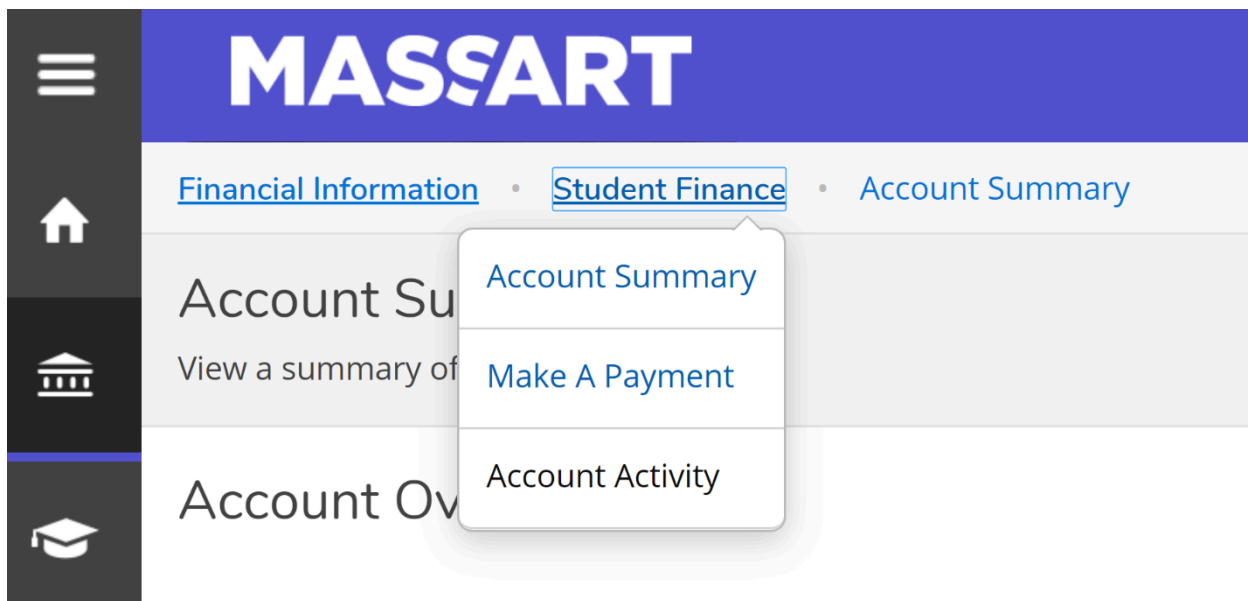
On this page, you will enter the text *MCA\yourNetID* in the first field, and your NetID password in the second field, and then click the *Sign In* button, and the Self-Service interface will appear as it did previously.

To Check Account Balance

Student Finance Menu: – Click on the “**Student Finance**” menu - here you will see all financial charges on your account – see sample below.



Click on the “**Student Finance**” tab will list all the Financial menu options that you can access.



Click on the “Account Activity” option to display all account charges, payments and balance.

The screenshot displays the 'Account Summary' page for John Smith. The page includes a navigation menu on the left, a header with the MASSART logo, and a main content area. The 'Account Overview' section shows a table with the following data:

Item	Amount	Action
Amount Due 5/27/2020	\$200.00	
+ Amount Overdue	\$0.00	
= Total Amount Due	\$200.00	Make a Payment
Total Account Balance	\$200.00	Account Activity
Spring 2020	\$200.00	
Fall 2016	\$0.00	
Spring 2016	\$0.00	

A red arrow points to the 'Account Activity' link, which is circled in red. The page also includes a 'Helpful Links' section with a link to 'MassArt' and a footer with copyright information: © 2000-2020 Ellucian Company L.P. and its affiliates. All rights reserved. [Privacy](#)

View and Download your detailed Statement:

If you want to see your statement, you can click on the “**View Statement**” – this may take up to several minutes. Please be patient.

Account Summary
View Account Summaries for Account Holders

John Smith
Colleague ID: 0123456
[Change User](#)

Notifications 1

Term: Spring 2020 - Balance: \$5,104.00

Charges: \$6,850.00 | Payments: \$1,746.00 | Balance: \$5,104.00

[Collapse All](#)

Charges	\$6,850.00
Payments	\$1,746.00
Balance	\$5,104.00

[View Statement](#)

Massachusetts College of Art and Design
621 Huntington Avenue
Boston, MA 02115
bursar@massart.edu

John Smith
621 Huntington Ave
Boston, MA 02115

Name	John Smith
Student ID	0123456
Total Balance	-\$25.00
Amount Overdue	\$450.00
Total Amount Due	\$425.00
Amount Enclosed	

Please return this portion of the statement to the institution, along with your payment.

Date Generated: 8/10/2020

Account Activity Summary - Fall 2020

Charges	
+ Total Charges	\$0.00
- Student Payments	\$25.00
= Fall 2020 Balance	-\$25.00
+ Deposits Due (Not included in Total Balance)	\$450.00
= Total Amount Due	\$425.00
Total Balance	-\$25.00

Account Activity Details - Fall 2020

Payments				
Receipt Number	Date	Amount	Pay Method	Reference Number
000327570	8/3/2020	\$25.00	ELECTRONIC VISA	073020
Total		\$25.00		

Balance **-\$25.00**

For Account details:

Click **“Payments”** to display all Payments. Click on **“Charges”** to expand/display all charges.

You can collapse each or all with the arrows on the right-hand side of the drop-down menu.

The screenshot displays a student account portal. At the top, there is a 'Notifications' bar. Below it, a 'Term' dropdown menu is set to 'Spring 2020 - Balance: \$5,104.00'. A 'View Statement' link is visible on the right. A summary section shows three circular icons: 'Charges \$6,850.00', 'Payments \$1,746.00', and 'Balance \$5,104.00'. A 'Collapse All' button is located below the summary. The 'Charges' section is expanded, showing a total of \$6,850.00. It includes a 'Tuition' row with a total of \$6,850.00 and a table with the following items:

Description	Amount
CAPITAL FEE SPRING	\$200.00
TUITION AND FEES SPRING MA RE	\$6,650.00

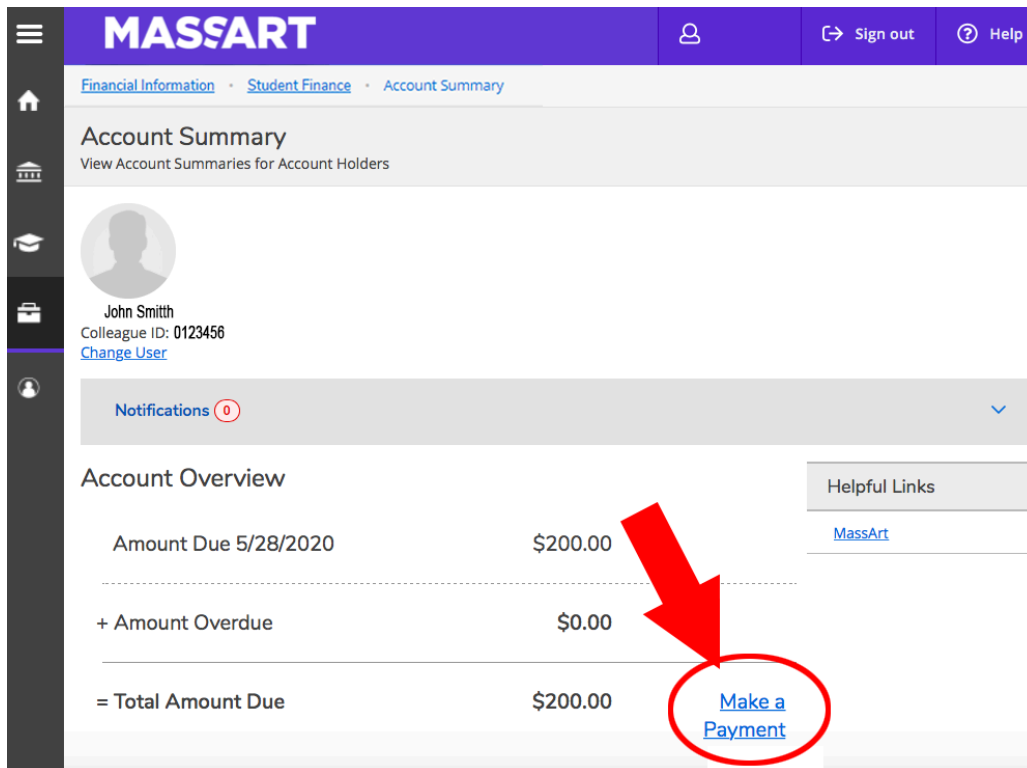
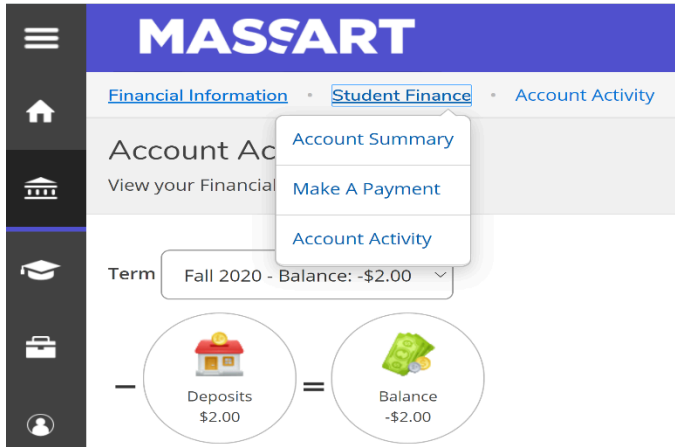
The 'Payments' section is also expanded, showing a total of \$1,746.00. It includes a note: 'Click a receipt number to view a full copy of the payment receipt.' Below this is a table with the following data:

Receipt Number	Date	Amount	Pay Method	Reference Number
000.00.000	12/17/2019	\$1,746.00	ELECTRONIC VISA	99 9999

At the bottom, a 'Balance' bar shows a total of \$5,104.00. A 'Top of page' link is located in the bottom right corner.

To Make a Payment Via Credit Card:

To make a Payment, you can either click on the **“Make A Payment”** tab in the **“submenus”** drop down menu or you can return to **“Account Summary”** by using the drop-down Menu.



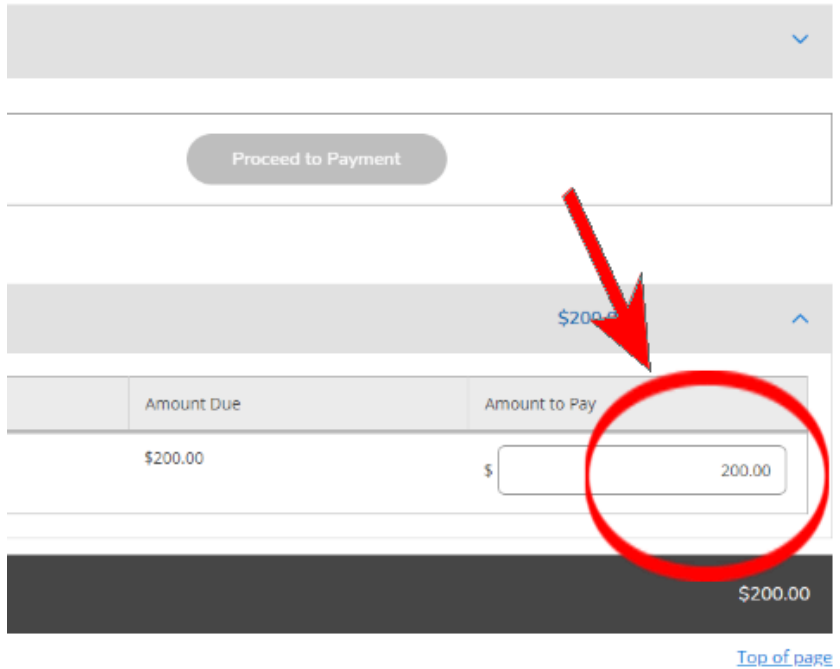
Here you will see your account summary. If there is a balance owed on your account, you can make a payment by clicking on the **“Make a Payment”** link.

Make sure the line item is **“checked”**.

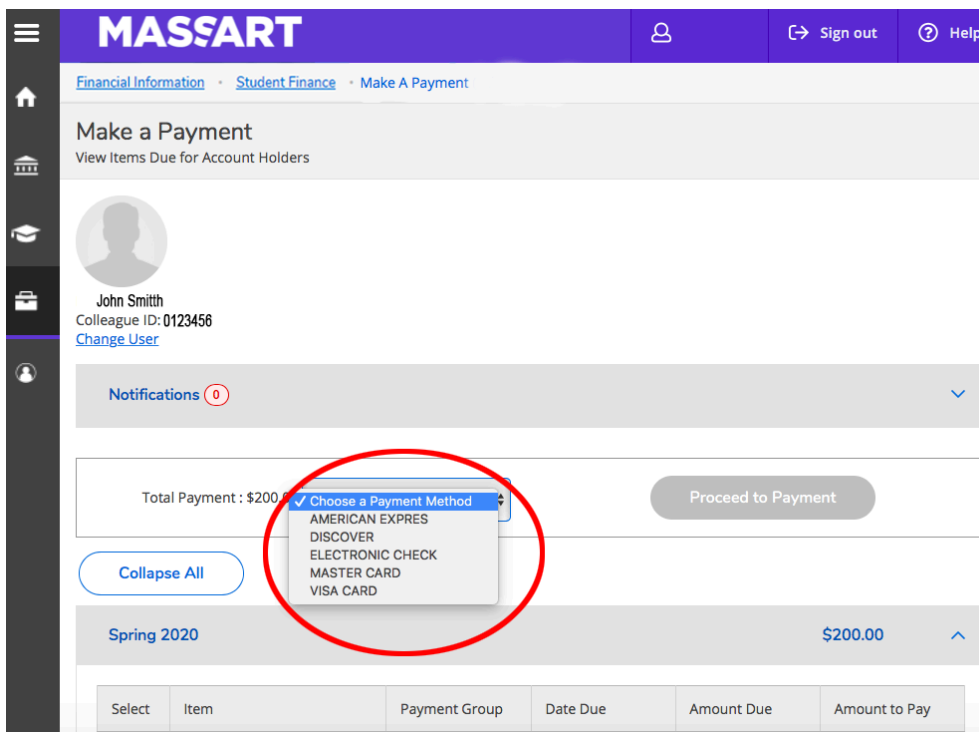


The Amount to Pay will automatically populate with your current balance payable. You can adjust this amount if you are making a partial payment.

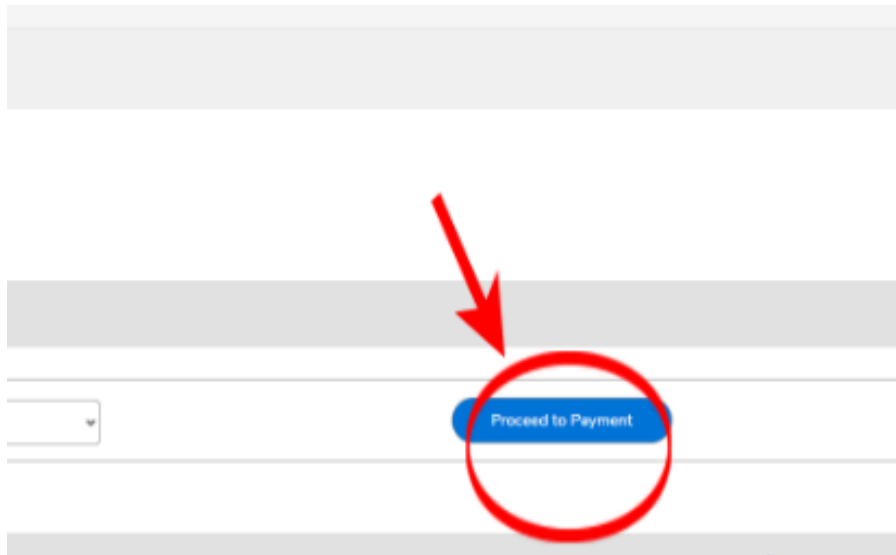
!! Please note, if the full balance is not paid by the due date, then a \$200 late fee will be added and your class schedule is at risk to be dropped!!



Click on the “down arrow” beside total payment, and select **Payment Method**.



Select a payment method and then click the “**Proceed to Payment**” box, which should now be **blue**.



Payment Review page- Prior to finalizing payment you will be able to review the transaction details.

MASSART [Sign out](#) [Help](#)

[Financial Information](#) · [Student Finance](#) · [Make A Payment](#)

Payment Review

Review your Payment Information below

Payment Review

You have chosen to pay the items below. If you agree to pay these items, click the Pay Now button below. You will be taken to a secure web site to enter your payment information.

Payment Information	
Item	Amount
STUDENT REC - DAY	\$200.00
Service Fees - 2.65% (\$1 min)	\$5.30
Total Payment Amount	\$205.30

Payment Method: AMERICAN EXPRES

Pay Now

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The account review page will show account charges including the service fees in the payment.

NOTE: There is a 2.65% Service fee for Credit Card Processing. There are no fees for Electronic check payments.

Confirm that all looks correct and then click the **“Pay Now”** button on the bottom.

The system will bring you to the payment page to continue making a payment.



Massachusetts College of Art and Design
Tuition & Fees

[PAYMENT INFORMATION](#) > [PAYER INFORMATION](#) > [REVIEW & SUBMIT](#) > [COMPLETE](#)

Payment Amount

\$.



Payment Method

New Card



Card Number Expiration Date Security Code [What is this?](#)

-- --



Please note you will not be charged until you Submit at end.



[Cancel](#)

This page supports 128-bit SSL encryption as verified by DigiCert.

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Please note: The first time you make a payment you will need to use the option “**New Card**”
Fill in the Credit Card Number, Expiration Date, and Security code and Select “Continue.”

Review payment amount and click on “Accept Terms” To continue.

Massachusetts College of Art and Design
Tuition & Fees

PAYMENT INFORMATION > PAYER INFORMATION > REVIEW & SUBMIT > COMPLETE

Review & Accept Terms

Payment Method	Amount	Service Fee	Total
VISA Ending in 2412	\$5.00	\$1.00	\$6.00

ACI Payments, Inc. Terms and Conditions:

THIS PAYMENT SERVICE IS SUBJECT TO THE FOLLOWING TERMS AND CONDITIONS
Do not use or access this Website or Service if You do not agree to be bound by these Terms and Conditions
These Terms and Conditions (“Terms and Conditions”) are in effect for all transactions processed through this payments website (“Website”) on or after May 9, 2019, and apply to and govern Your access to and use of this Website, the Service and all Alternative Channels. This payment processing service is offered to You on behalf of your Biller (“Service”).
It is important to carefully review all Terms and Conditions below, including the provision concerning REFUNDS. These Terms and Conditions may be amended at any time. All amended terms shall be effective immediately after they are posted to the Website. By using this Website after such modifications are posted, You are agreeing to accept and comply with the Terms and Conditions as modified. These Terms and Conditions also apply to Service transactions, or Payments, made by or through any “Alternative Payment Channels” including those Payments initiated, or completed through, Integrated Voice Response (IVR) systems, customer service representatives, telephone, internet, or any other means or mechanisms of Payment acceptance. These Terms and Conditions, as

Printer Friendly

Please note you will not be charged until you Submit at end.

Accept Terms

Next, enter Payer information that the card account is linked to and click “Continue.”

Massachusetts College of Art and Design
Tuition & Fees

PAYMENT INFORMATION > PAYER INFORMATION > REVIEW & SUBMIT > COMPLETE

Please enter your account information

Name
John B Smith Suffix

Country
United States

Address
621 Huntington Ave
Street Address 2
Apartment or Suite Number

Boston MA 02115

Daytime phone
 US/Canada International
(617) 879 - 7900

Note: Please provide area code and extension in case we need to contact you regarding your payment.

Enter your email
bursar@massart.edu bursar@massart.edu

!IMPORTANT!
FILL OUT
COMPLETELY!

Please note you will not be charged until you Submit at end.

Continue

Payment Review page- Prior to finalizing payment you will be able to review the transaction details.

Review information again to make sure everything is correct, and then click “Submit.”

Your payment is complete, click “**Continue**” to return to Payment Acknowledgement page.

The Payment Acknowledgment page will show your payment, receipt number, and provides the option to print the receipt for your records.

MASSART

 Sign out Help

[Financial Information](#) · [Student Finance](#) · [Make A Payment](#)

Payment Acknowledgement

Review the Details of your Payment below

Payment Acknowledgement

[Print](#)

Thank you for your payment of \$ 6.00, which reflects a \$ 1.00 convenience fee. It will be credited to your account pending confirmation and approval of the payment.

Receipt Information

Receipt Number	Date/Time	Merchant	Payer
000326354	5/28/2020 1:12:31 PM	Massachusetts College of Art and Design 621 Huntington Avenue Boston, MA 02115	John Smith

Account Payments

Account Holder	Account Type	Term	Description	Amount
0123456 John Smith	STUDENT REC - DAY	Spring 2020	Payment on account	\$5.00

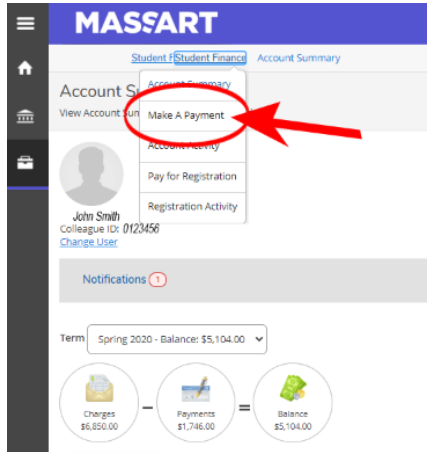
Payment Method	Amount	Service Fee	Total
Ending in 1387	\$5.00	\$1.00	\$6.00

Account Information

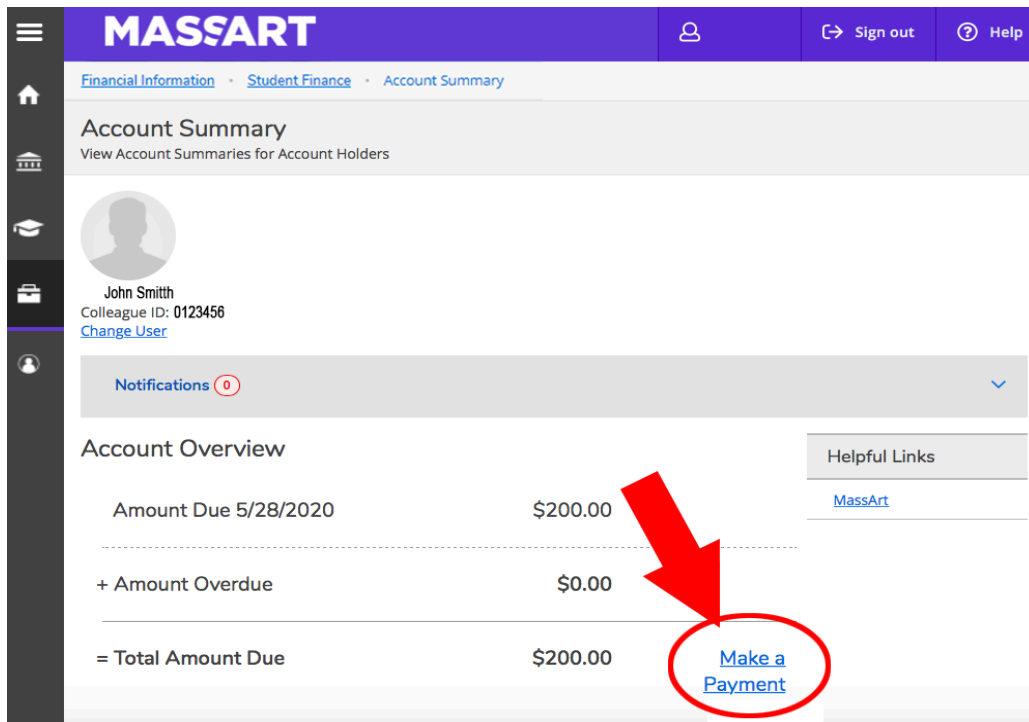
Name	John Smith
Street Address	621 Huntington Ave
City	Boston
State	MA
Zip code	02115
Country	United States
Daytime phone	617-789-7900
Email	bursar@massart.edu

To Make a Payment Via Checking Account:

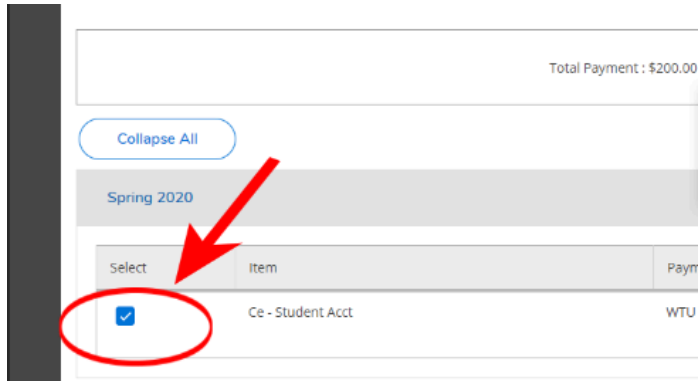
To make a Payment, you can either click on the **“Make A Payment”** tab in the **“submenus”** drop down menu or you can return to **“Account Summary”** by using the drop-down Menu.



Here you will see your account summary. If there is a balance owed on your account, you can make a payment by clicking on the **“Make a Payment”** link.

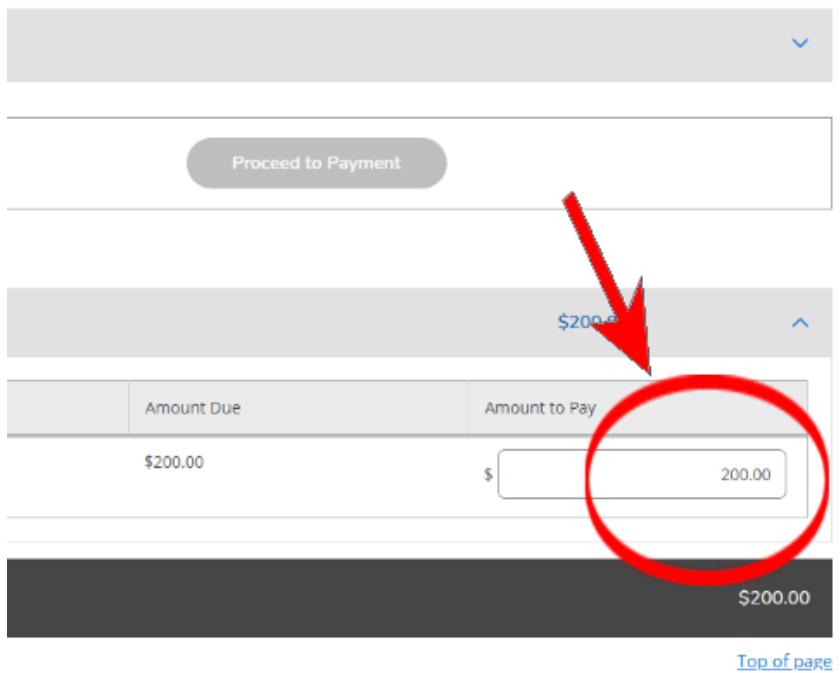


Make sure the line item is “checked”. You can not select a payment method unless a selection is made.

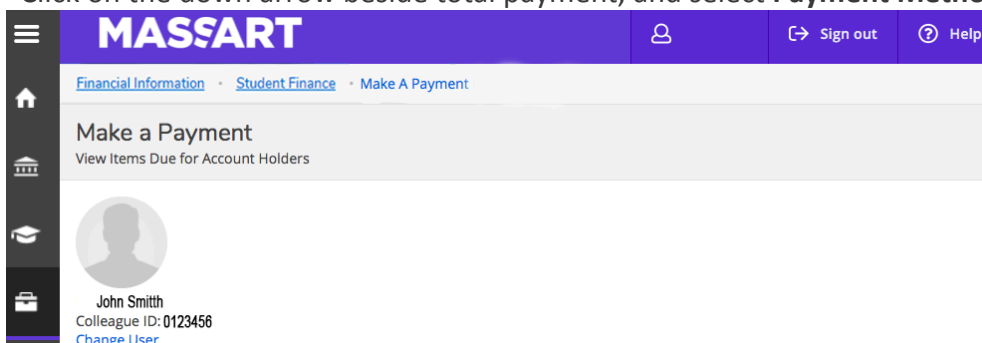


The Amount to Pay will automatically fill in. You can adjust this amount if you are making a partial payment.

!! Please note, if the full balance is not paid by the due date, then a \$200 late fee will be added and your class schedule is at risk to be dropped!!



Click on the down arrow beside total payment, and select **Payment Method**.



Select “**Electronic Check**”, and then click the “**Proceed to Payment**” box, which should now be **blue**.

Payment Review page- The account review page will show account charges including the service fees in the payment. Confirm that all looks correct and then click the “**Pay Now**” button on the bottom.

Payment Review
Review your Payment Information below

Payment Review
You have chosen to pay the items below. If you agree to pay these items, click the Pay Now button below. You will be taken to a secure web site to enter your payment information.

Payment Information	
Item	Amount
STUDENT REC - DAY	\$10.00
Total Payment Amount	\$10.00

Payment Method: ELECTRONIC CHECK

Pay Now

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Proceed to Payment

*Note: There is no service fee when paying via electronic Check.

Fill out the necessary information completely. This information is the **PAYEE'S** information.

NOTE: If the account holder is NOT the student, you will need to change the name and information that automatically fills.

Electronic Check Entry
Enter your Electronic Check Payment Information below

Electronic Check Entry
[How do I find the routing number and bank account number?](#)

Electronic Check Information

ABA Routing Number *
012345678

Bank Account Number *
012345678910

First Name *
John

Last Name *
Smith

Billing Address
621 Huntington Ave

City
Boston

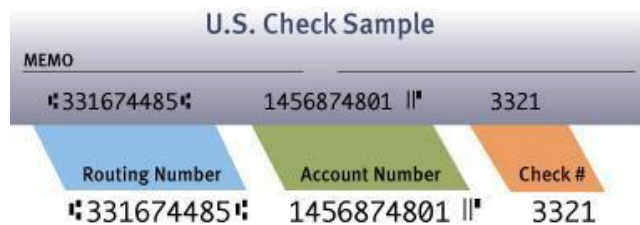
State/Province
Massachusetts

ZIP *
02115

Email Address
bursar@massart.edu

FILL OUT COMPLETELY!

Pay Now



Once you have filled out all the information and double-checked your Checking and Routing number, click the **“Pay Now”** box.

The payment will automatically process and bring you to the Payment Acknowledgement page where you can view your payment and print a receipt for your records.

Payment Acknowledgement

Review the Details of your Payment below

 [Print](#)

Payment Acknowledgement

Thank you for your payment of \$ 10.00, which reflects a \$ 0.00 convenience fee. It will be credited to your account pending confirmation and approval of the payment.

Receipt Information			
Receipt Number	Date/Time	Merchant	Payer
0001234566	5/29/2020 11:29:14 AM	Massachusetts College of Art and Design 621 Huntington Avenue Boston, MA 02115	John Smith

Account Payments				
Account Holder	Account Type	Term	Description	Amount
0123456 John Smith	STUDENT REC - DAY	Fall 2019	Payment on account	\$200.00

[Continue](#)

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If you select the “Print” Icon, you will see the below:

Payment Acknowledgement

Thank you for your payment of \$ 10.00, which reflects a \$ 0.00 convenience fee. It will be credited to your account pending confirmation and approval of the payment.

Receipt Information

Receipt Number	Date/Time	Merchant	Payer
0001234566	5/29/2020 11:29:14 AM	Massachusetts College of Art and Design 621 Huntington Avenue Boston, MA 02115	John Smith

Account Payments

Account Holder	Account Type	Term	Description	Amount
0123456 John Smith	STUDENT REC - DAY	Fall 2019	Payment on account	\$200.00

TROUBLESHOOTING:

When making a payment, if you come across an error message



An error has occurred during the payment process, please try again later. Contact your System Administrator if the problem persists.

- Your Bank or Credit card company is declining the transaction. Please call them to let them know to allow the transaction to go through and then try again.

Note: When making a payment, be sure to input the Payee or Billing information if it is not the student's. Your payment will be flagged if the billing information of the account or card you're paying with does not match.

- To speak with a representative, consumers/students can call **800-487-4567**, option 4 to speak to someone.

To get your 1098-T Tax documentation: Click on the box labeled

The screenshot shows the MassArt Self-Service portal. The header includes the MassArt logo, a user profile icon, and links for 'Sign out' and 'Help'. Below the header, a welcome message reads 'Hello, Welcome to MassArt Self-Service! Choose a category to get started.' A grid of service tiles is displayed, including 'Financial Aid', 'Student Planning', 'Grades', 'Student Finance', 'Tax Information', 'Course Catalog', and 'Academic Attendance'. A red arrow points to the 'Tax Information' tile, which has the subtext 'Here you can change your consent for e-delivery of tax information.'

Tax Information

Your 1098 T information is available to view or print.

The screenshot shows the 'Tax Information' page. It includes a breadcrumb trail 'Financial Information > Tax Information'. Below the title, there is a '1098 Information' section with a message: 'You have opted to receive your 1098 in electronic format.' and a 'Change Preferences' button. A blue information box contains the text: 'Receive my 1098 only in electronic format. By selecting this option, I agree to receive my official 1098-T only in electronic format by accessing the web and viewing/printing. I understand that by consenting to receive my 1098 tax forms in electronic format, I will not receive a paper 1098 statement. I understand that I have the ability at any time to return to this form and remove my consent.' Below this, there are two tables: '1098 Statements' and 'Electronic 1098 Consent History'.

Tax Year	Notation
2019	2019 1098T Statement
2018	2018 1098T Statement
2017	2017 1098T Statement
2016	2016 1098T Statement
2015	2015 1098T Statement

Date	Consent Status
1/24/2020 12:35:55 PM	Consent Given