

Viewing and paying fees online

Frequently Asked Questions



WHAT DO I USE THE PAYMENT PORTAL FOR?

- View the fees you are due to pay, and see any upcoming instalments
- Pay your fees online or find details you need to pay your fees by Bank Transfer through your bank

WHO CAN USE IT?

All students and people who pay on their behalf (e.g. parents)

HOW DO I PAY MY FEES?

- Log on using the **secure link** on your offer letter or statement of account, or from the 'How to Pay' page on the ISC website
- **Select the fees** and amount you want to pay
- On the Payment Details page **select the currency you want to pay in** and the payment option you want to use
- **Read and accept** the Terms and Conditions
- **Finalise your payment online** or collect the details you need to provide your Bank with if paying by Bank Transfer

HOW LONG DOES IT TAKE FOR MY PAYMENT TO SHOW ON MY ACCOUNT?

- If you pay by card, your payment shows up immediately (or may take up to 1 hour)
- If you pay by Bank Transfer, your payment will show on your account within 5 working days from the date your payment was made by your bank
- The first payment that you make will show on your account once your acceptance form has been returned and processed by our Admissions team

CAN I PAY MY FEES IN CASH?

Cash is **not** an accepted payment method. Fees can only be paid through Study Group payment platform by either debit/credit card or Bank Transfer

WHEN SHOULD I PAY MY FEES?

- You must pay the first instalment before you arrive to secure your place
- All other payments need to be done according to your payment schedule which you can view online or on your offer letter

CAN I PAY IN DIFFERENT CURRENCIES?

- Multiple currencies are available and you will have three options to pay in: your home country currency, US dollars or the currency of the country where you are studying
- If your bank account or card are registered in a different country to the one displayed on your payment options page, select the country where they are registered. This avoids you being charged further international transaction fees by your bank
- If the currency you want to pay in is not available, please email the Student Payments team. You can find their email address in your Offer Letter and statements



Paying my fees online

IS IT SECURE?

Ingenico ePayments is the trusted global leader in online payments which we use to keep fee information safe and process payments securely. The payment portal uses security certificates and Study Group do not store any payment details. Ingenico processes and collects all payments on Study Group's behalf.

WHERE CAN I FIND THE DETAILS I NEED TO LOGON?

- The secure link and the access code can be found on your offer letter or statement of account
- Payment portal can be also accessed from Centre's *How to Pay* page. All you need is your Study Group student ID and the access code from your offer letter or statement of account

WHO DO I CONTACT IF I HAVE QUESTIONS ABOUT MY FEES?

If you have any questions about your fees, please email the Student Payments team. You can find their email address in your offer letter or statement of account

CAN PAYMENTS BE MADE ON SMARTPHONES OR TABLETS?

Yes, you can make payments on Android smart phones and tablets, as well as iPhones and iPads

WHICH WEB BROWSERS ARE SUPPORTED?

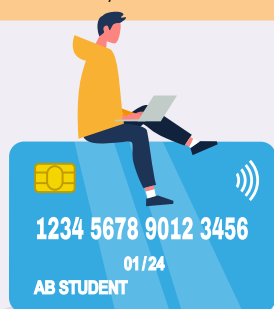
Payments can be made using Internet Explorer, Google Chrome, Firefox, or Safari

THE FEES I AM VIEWING ONLINE ARE DIFFERENT FROM THE FEES ON MY STATEMENT

For any questions about your fees, please email the Student Payments team. You can find their email address in your offer letter or statement of account

MY SECURE LINK IN THE EMAIL DOES NOT WORK OR LOGIN FAILS

- Check that your student ID is correct (please, ensure to use **Study Group's student ID**)
- Go to the log in page and **request a new Access Code** using "Forgotten Access Code"
- If you are still having difficulties, please email the Student Payments team. You can find their email address in your offer letter or statement of account



DO I HAVE TO PAY MY FEES ONLINE?

Fees can be paid online by debit/credit card. Alternatively, if selecting the Bank Transfer option on payment portal, you can collect the details you need to pay by Bank Transfer through your bank

WHICH CARDS CAN I USE TO PAY MY FEES ONLINE?

You can pay with **MasterCard (Debit/Credit)**, **Visa (Debit/Credit)**, **JCB**, **American Express** or **Union Pay**. Alternatively, you can use an Alipay account.

IS THERE ANY CHARGE FOR USING DEBIT/CREDIT CARD PAYMENTS?

You can see the charges for card payments when selecting the payment method you wish to use on the Payment Options page

IF THE TOTAL AMOUNT OF MY FEES DUE EXCEEDS MY CREDIT CARD'S DAILY LIMIT, CAN I PAY USING MULTIPLE CARDS OR IN MULTIPLE TRANSACTIONS?

Yes, you can select the amount you want to pay on one card and then complete a separate transaction by paying another amount with a different card

WHAT IS THE MAXIMUM LIMIT PER SINGLE CARD PAYMENT?

The maximum limit per single card payment is £25k or equivalent in payment currency. Some banks and card providers may have their own limits defined for online transactions. You should always check the limit with your provider before completing a payment.

HOW CAN PAYMENTS BE MADE BY UNIONPAY?

If you do not make Union Pay payments online regularly, there are a few steps we recommend you complete first:

- Please make sure the **balance of your account is sufficient**
- To increase your security, UnionPay will send an SMS code to the mobile number registered with the card. **You will need access to the mobile** and SMS code to proceed with payment
- Please **accept to install the UnionPay secure plug-in** if you are required to do so (this will be a pop-up window). Please refresh the web page and proceed with payment after the installation

WHAT IS THE MAXIMUM AMOUNT PER SINGLE PAYMENT ON UNION PAY?

The maximum limit per transaction on China Union Pay is €12k or equivalent in payment currency

Paying my fees by bank transfer

HOW DO I PAY BY BANK TRANSFER?

- Log on using your secure link or from the *How to Pay* page on centre's website
- Select the fees and amount you want to pay
- Select the currency you want to pay in on the *Payment Details* page
- If the currency you want is not available, **please select a different one** (there will always be the option to pay in US dollars or the currency of the country where you will study)
- Select 'Bank Transfer'
- Read and accept the Terms and Conditions
- A copy of your Bank Transfer information shown on your screen will be automatically sent to the email address we have on our system

PLEASE REMEMBER:

- Use the details you are given online and do not use old bank details given to you in the past
- Include your personal Bank Transfer Reference so that we can trace your payment. If you do not include it, we may not be able to process your payment, or your payment may be delayed
- If you are paying in a currency that is different to your invoice currency, **the funds must be transferred within 48 hours**. If the transfer is made later than this date then the amount transferred may no longer cover your invoice due to changes in the currency exchange rate
- After you have processed the transfer, please **allow up to five working days** before the payment shows on your account

CAN I PAY BY ONLINE BANK TRANSFER?

No, only the offline Bank Transfer payment option is available. To proceed with offline Bank Transfer, please follow the instructions for paying by Bank Transfer

WHAT IS THE MAXIMUM AMOUNT PER SINGLE BANK TRANSFER PAYMENT?

The maximum limit per Bank Transfer is £100k or equivalent in payment currency. Some banks and card providers may have their own limits. You should always check the limit with your provider prior to completing payment

