

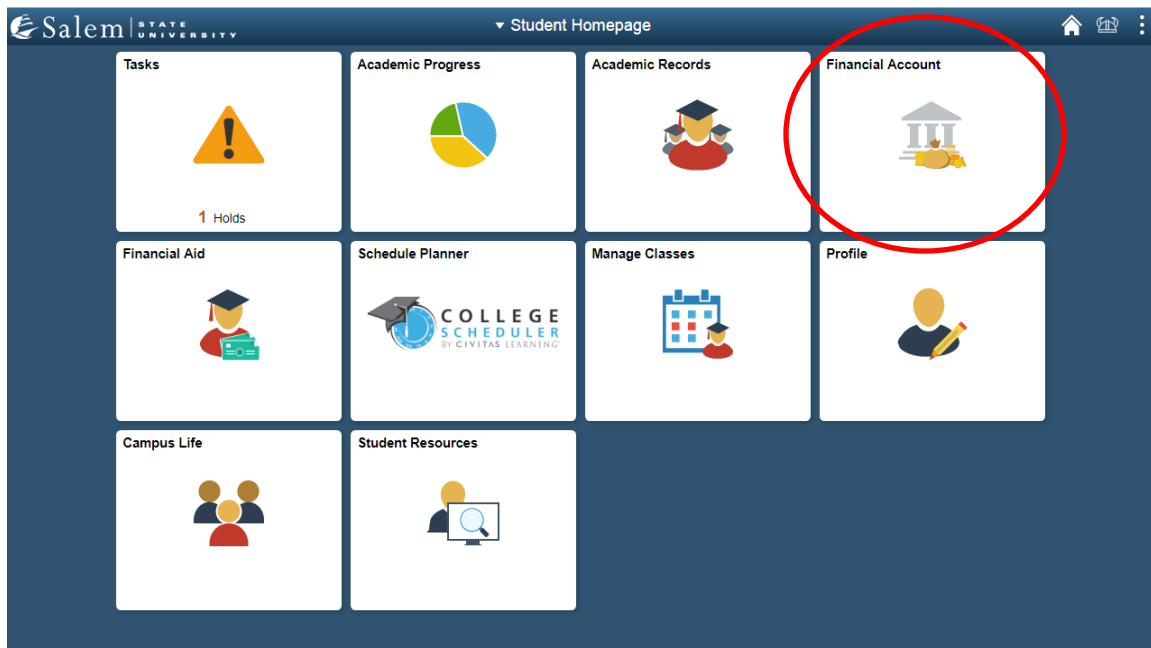
How to: Pay With TransferMate

Please follow the steps below or click here (<https://vimeo.com/723508067/6bd449677e>) for a video on how to make a payment.

1. Log into Navigator.

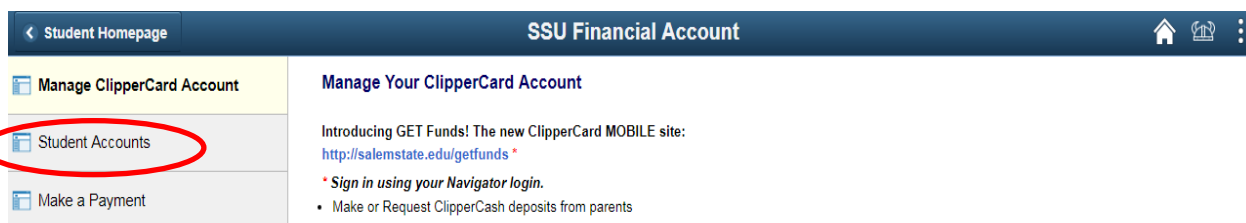


2. Once at the Student Homepage, click on “Financial Account”.



3. On the menu bar, click on “Student Accounts”. Then follow the “Click Here” link to access TouchNet.

Note: Please make sure that pop-up windows are enabled.

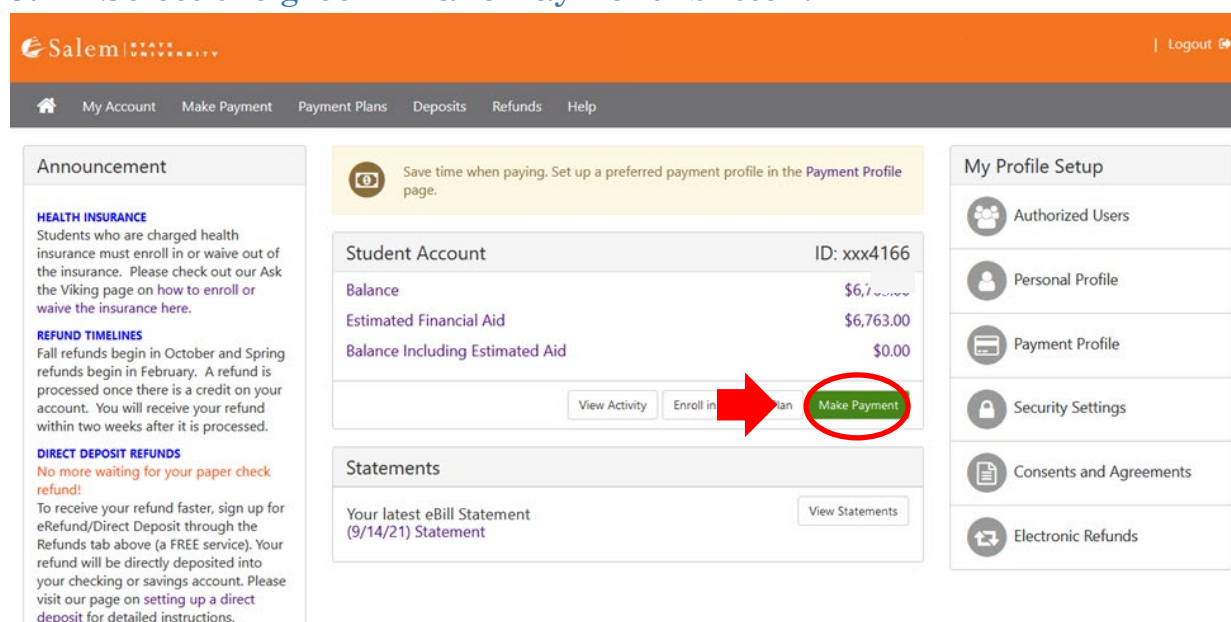


4. Click on the “Click Here” link to access TouchNet.



5. Complete required Multi-Factor Authentication (MFA) steps. If this is your first time logging in, you will need to choose a Multi-Factor Authentication option to receive codes to login. Click [here](#) for a how-to guide on setting up and using the MFA.

6. Select the green “Make Payment” button.



7. On the Account Payment page, Select “Current Account Balance” (to pay the balance due) or ‘Statement Account Amount’(to pay the amount on the most recent statement). NOTE: you can edit the amount once you select an option.

The screenshot shows the 'Account Payment' page. At the top, there's a navigation bar with 'Salem' logo and links like 'My Account', 'Make Payment', 'Payment Plans', 'Deposits', 'Refunds', 'Help', 'Logout', and 'My Profile'. Below the navigation bar, the page title is 'Account Payment'. There are four steps: 'Amount', 'Method', 'Confirmation', and 'Receipt'. The 'Amount' step is active. Under 'Payment Date', the date is '11/22/21'. The 'Select Payment Option' section has two radio buttons: 'Current Account Balance' (\$14,858.25) and 'Current Statement Amount' (\$14,858.25). Below this is a 'Personal Note' section with a text input field. At the bottom, the 'Payment Total' is \$0.00.

If you wish to pay an amount different than what you selected, you may enter that amount in the Student Account box and then click “Continue”.

This screenshot shows the 'Current Account Balance' option selected. The 'Student Account' box is highlighted with a red box and a red arrow pointing to it. The 'Payment Total' is \$0.00. A red arrow also points to the 'Continue' button at the bottom right.

Select Payment Option

☒ Current Account Balance \$14,858.25

☐ Current Statement Amount \$14,858.25

Current Account Balance

Enter payment amount(s) for semester term(s).

Student Account | \$14,858.25 \$ 0.00

Personal Note

Enter a brief payment note

Payment Total \$0.00

Continue

8. After clicking “Continue” on the Account Payment page, select the TransferMate INTL option in the Method dropdown box. Then click “Continue”.

The screenshot shows the 'Account Payment' page with a progress bar at the top indicating four steps: Amount, Method, Confirmation, and Receipt. The 'Amount' field is set to \$10.00. The 'Method' dropdown menu is open, showing options: Select Method, Credit Card, Credit Card via PayPath, Other Payment Methods, TransferMate INTL (highlighted), and Electronic Check (checking/savings). A red box highlights the dropdown menu, and a red arrow points to the 'TransferMate INTL' option. To the right, there are 'Back', 'Cancel', and 'Continue' buttons. A red arrow points to the 'Continue' button with the text '* Indicates required information'. Below the dropdown, there is a note: '*Credit card payments are subject to a non-refundable service fee will be added to your payment.' At the bottom, there is a section for 'Electronic Check' and 'TransferMate'.

Amount: \$10.00

Method:*

Select Method

Credit Card

Credit Card via PayPath

Other Payment Methods

TransferMate INTL

Electronic Check (checking/savings)

*Credit card payments are subject to a non-refundable service fee will be added to your payment.

Back Cancel Continue

* Indicates required information

Electronic Check - Payments can be made from a personal checking or savings account.

TransferMate - TransferMate supports international payments for tuition including bank transfers and alternative payment methods.

9. After clicking “Continue”, another box will appear and ask what country you are paying from. Click the “Review Rates” button to see what options you have.

The screenshot shows the 'Account Payment' page with a progress bar at the top indicating three steps: Amount, Method, and Confirmation. The 'Amount' field is set to \$10.00. The 'Method' dropdown menu is set to 'TransferMate INTL'. Below the method, there is a question 'What country are you paying from?' followed by a 'Country' dropdown menu with 'Select...' as the current selection. A red arrow points to the 'Country' dropdown menu. At the bottom, there is a 'Review Rate >' button. A red arrow points to the 'Review Rate >' button. To the right, there is a note: '* Indicates required information'.

Amount: \$10.00

Method:* TransferMate INTL

What country are you paying from?

Country

Select...

Review Rate >


* Indicates required information

10. After clicking the “Review Rate” box, your exchange rate will be displayed. Select the “Enter Details” option to enter all required information to start the transaction.


Amount: \$10.00

Method:* TransferMate INTL ▼

Review Rates

 **Bank Transfer**
Total Amount Due
EUR €10.07
Taxes and Fees
EUR €0.00
Original Amount
USD \$10.00

[< Previous](#)

[Enter Details >](#)

11. After clicking the “Enter Details” box, you will want to fill in all required fields. The first question is about who is making the payment, the rest of the required information on this page is regarding the student.

Amount: \$10.00

Method:* TransferMate INTL

Student Details

Who Is Making the Payment

Student

First Name

Last Name

Who Is Making the Payment

Student

Please Select ...

Student

Parent of Student

Relative of Student

Other

Last Name

Please Note: If the student is the payer, select the “Continue to Confirmation” in the green box as the bottom.

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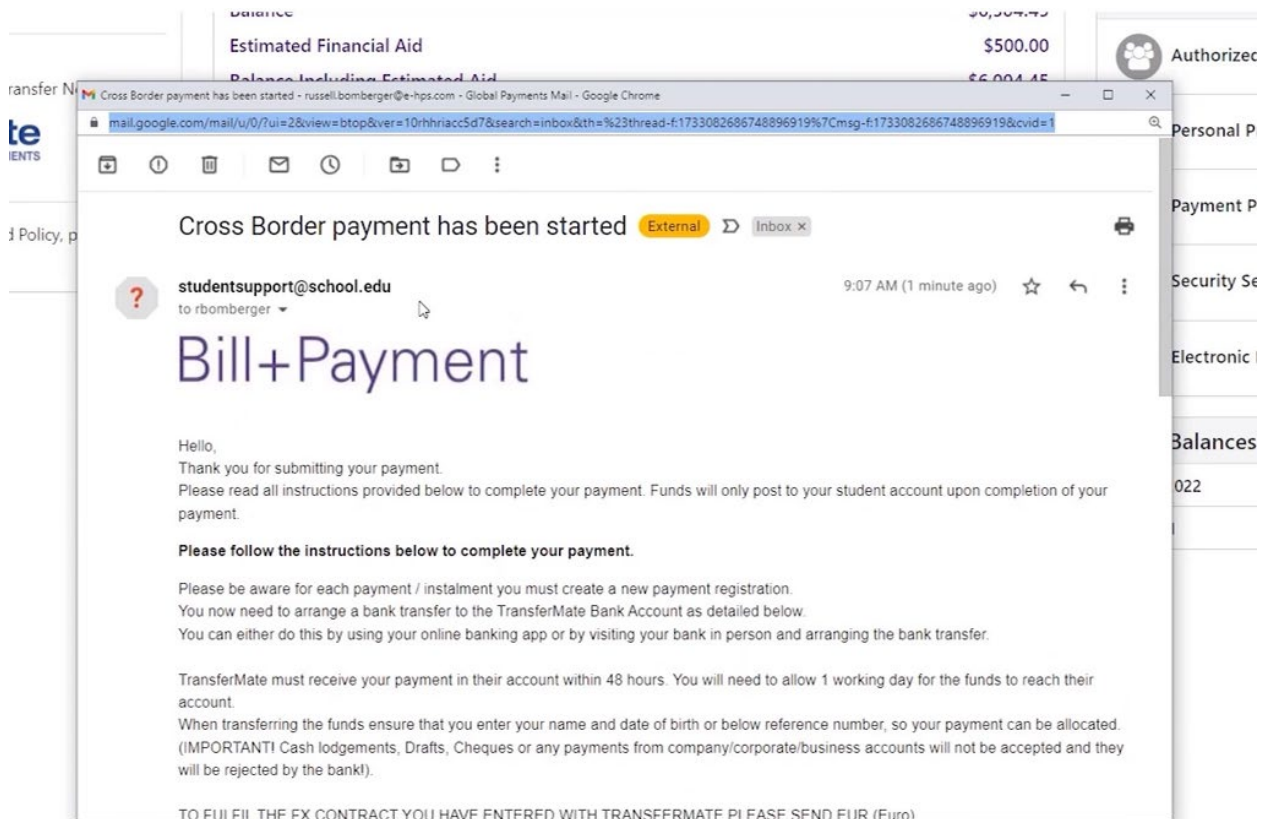
Continue to Confirmation>

If someone besides the student is making the payment, you will need to complete payer information as well by clicking on “Payer Details” in the green box.

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Payer Details >

12. If you are paying by bank transfer, you will be emailed the banking instructions. A pop up will also appear as seen below. Make your payment to the instructed bank account. Please check your junk/spam folder if you have not received your confirmation email.



13. Your payment will then go into a pending status, which you can see on your student account. It will automatically post, after you have initiated the wire transfer.

| Pending Alternative Payments | | | |
|--|-------------|---------|------------|
| The payments listed below will not post to your account until funds are received | | | |
| Payment Description | Payer | Date | Amount |
| crossborder | Tim Jeppsen | 5/17/22 | \$1,000.00 |

14. Below is a link to all TransferMate's local contact supports around the world, including access to their LIVE CHAT - <https://transfermateeducation.com/en/contactus.aspx>. If you have payment related questions, please reach out to TransferMate by phone at +1 312 924 3737, email at edu@transfermate.com or Skype: international.student.payments

For any other questions regarding your student account please email NavCenter@salemstate.edu or call 975-542-8000.