

Sign in to Self Service using your MtA username (not email) and password. Issues with login or password changes must be forwarded to helpdesk@mta.ca.

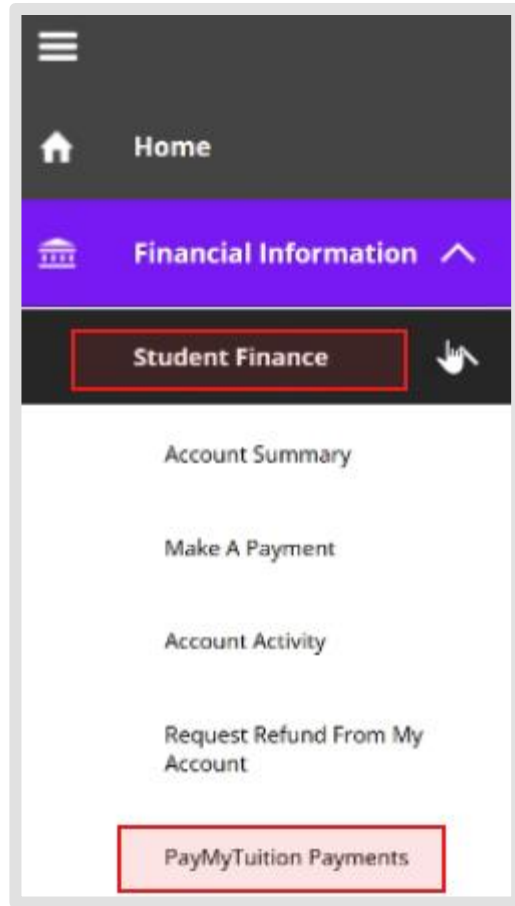
Sign In

User name

Password

Sign In

✓ Sign in to your [Self-Service](#) portal.



✓ From the left navigation panel, select “**Financial Information**”, then “**Student Finance**”, then click on “**PayMyTuition Payments**” to redirect to the **PayMyTuition** portal.

DOMESTIC REFUNDS

Additional Refund Options

Credit Card Refund

The refund will be issued using the same payment method as the original transaction. If your payment was made with a credit card, the refund will be issued back to the same credit card.

International Refunds

If you're receiving an international refund, simply click on the 'action' link below and complete your payment instructions. Once you've submitted them, we will verify the instructions and process your refund within 2-3 business days.

Outstanding Refunds

Completed Refunds

Refund ID	Date Initiated YYYY-MM-DD	Amount	Payment Method	Status	Action
S0237895	17-04-2025	\$ 1,259.17		INITIATED	

10

⏪

⏩

1

⏪

⏩

✔ **Step 1:** Once Mount Allison University has initiated the process of your refund, you will see any available refunds within the **Outstanding Refunds** section at the bottom of the **REFUNDS** page, with a status of **Initiated**.

Outstanding Refunds

Completed Refunds

Refund ID	Date Initiated	Amount	Payment Method	Status	Action
1097	27-02-2024	125.00		COMPLETED	

10

⏪

⏩

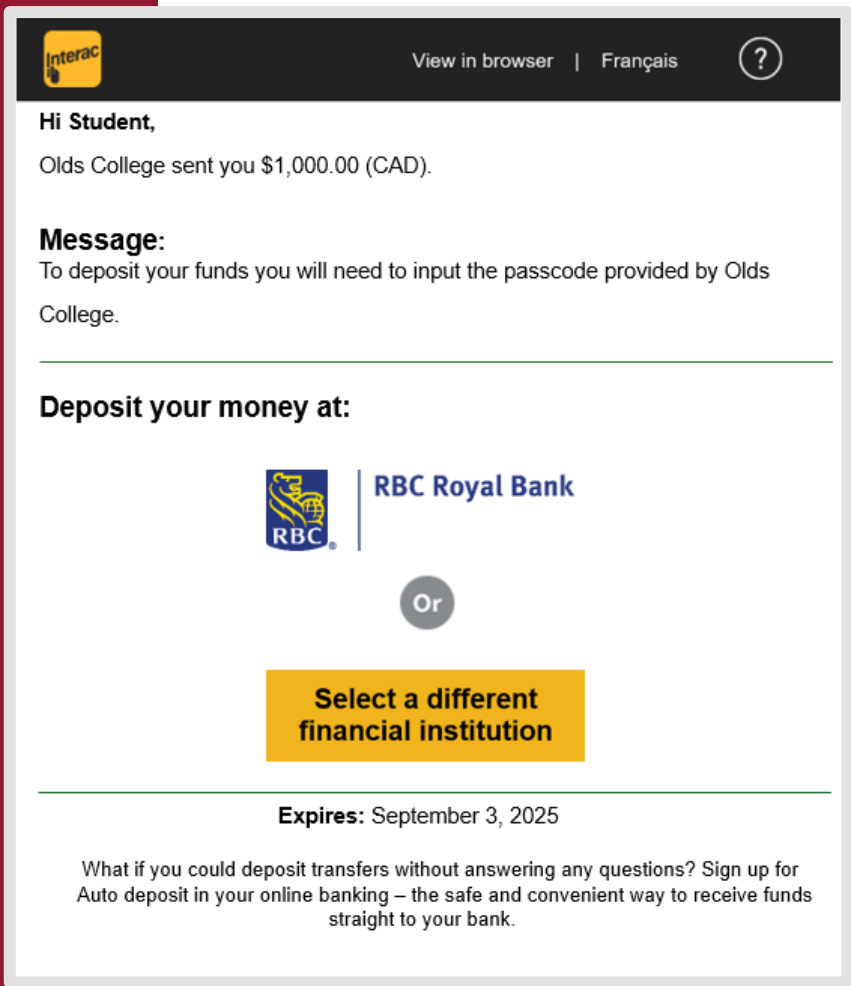
1

⏪

⏩

✔ **Step 2:** When the refund has been completed to your account, the refund will be available within the **Completed Refunds** tab with a status of **Completed**.

✔ You will receive a notifications at every step of the refund process. Once the refund is complete you can download a refund receipt using the download icon within the **Action** column.



How to Access Deposit Interac Refund

✔ **Step 1:** You will receive a notification from Interac.

✔ **Step 2:** Follow the instructions in the Interac notification to deposit your funds by selecting your bank.

If the email address your refund was issued to is registered for auto-deposit, the funds will automatically deposit to your bank.

If you are not registered for auto-deposit, you will need to provide your unique passcode. Your secure passcode will be provided by {Institution Name}.



Hello Student,

PayMyTuition by MTFX has been authorized by Salt Lake Community College to initiate a refund of \$1,000.00 USD. To complete the refund process, please click the link included and complete your beneficiary instructions so we can affect payment.

[Click here to initiate your refund.](#)

We've made our new refund portal easy and convenient for students. If you have any questions or concerns, don't hesitate to contact our support team – we're here to help!

Regards,

PayMyTuition Support Team

Email: studentrefunds@paymytuition.com
Toll Free: [+1.855.663.6839](tel:+1.855.663.6839)
US Local: [+1.201.209.1939](tel:+1.201.209.1939)
Canada Local: [+1.905.305.9053](tel:+1.905.305.9053)

Outstanding Refunds

Completed Refunds

Refund ID	Date Initiated	Amount	Payment Method	Status	Action
966	30-01-2024	1.11		CANCELLED	
1102	28-02-2024	1.11		INITIATED	

INTERNATIONAL REFUNDS

How to Access Your Refund

- Once {Institution Name} has initiated the process of your refund, you will receive a notification from PayMyTuition with a link to access your refund form.
- You can select on the link within the email to be redirected to your refund form.

Alternatively, you can:

- Sign in at: [Self Service](#) and redirect to PayMyTuition
- Select the **REFUNDS** tab.
- Within the **Outstanding Refunds** section, locate your available refund with a status of *Initiated*, and select the **Instructions** icon within the **Action** column to access your refund form.

How to Complete your Refund Instructions

You must complete all 3 tabs of the Refund Form:

- ✓ Student Information (requests address information of the beneficiary)
- ✓ Beneficiary Information (requests recipient information and bank details)
- ✓ Identification Documentation (requests government-issued ID for compliance processes)

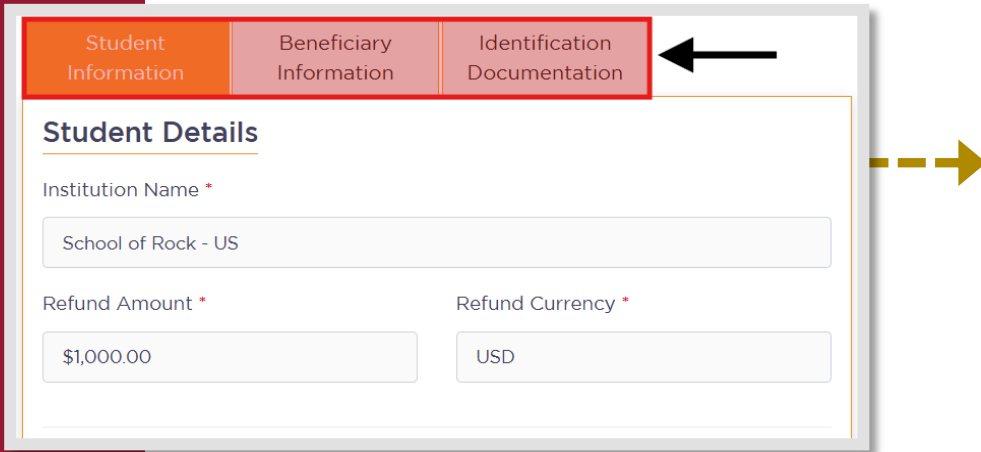
Step-by-step Instructions

1. Enter beneficiary details: Complete the online refund beneficiary instruction form, including currency, ID (passport or driver's license), and banking details. You may choose to deposit the funds into someone else's account by selecting them as the recipient under the Beneficiary Information tab on the refund form:

2. Complete verification: Upon receipt of your completed beneficiary instructions, PayMyTuition will verify your request for accuracy. They will complete fraud and compliance checks to comply with various anti-money laundering and compliance laws.

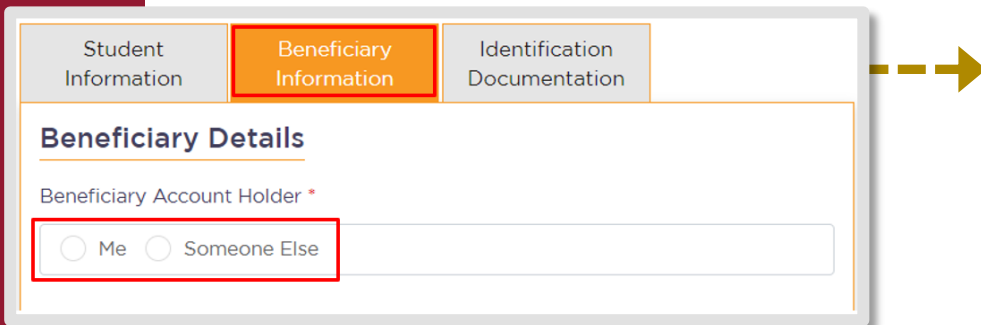
3. Payment confirmation: PayMyTuition will send you a confirmation email once your beneficiary information has been verified and approved. You will receive a PDF summary that is password protected. This PDF can be accessed using the bank account number that you provided in Step 2 a. as the password.

4. Refund processed: Once your refund has been processed, you will receive a notification that your refund is complete. Please allow 3 to 5 business days for the payment to be deposited to your account.



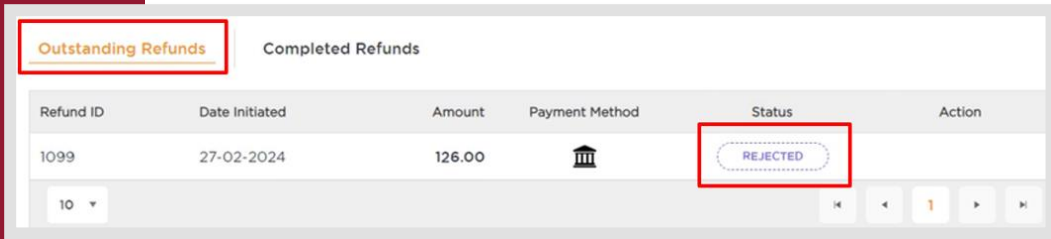
The screenshot shows the 'Student Details' tab, which is the first of three tabs. The 'Identification Documentation' tab is highlighted with a red border and a black arrow pointing to it. The form contains the following fields:

- Institution Name ***: A text input field containing 'School of Rock - US'.
- Refund Amount ***: A text input field containing '\$1,000.00'.
- Refund Currency ***: A text input field containing 'USD'.



The screenshot shows the 'Beneficiary Details' tab, which is the second of three tabs. The 'Student Information' tab is highlighted with a red border. The form contains the following fields:

- Beneficiary Account Holder ***: A text input field containing two radio buttons: 'Me' and 'Someone Else'.



The screenshot shows a web interface with two tabs: 'Outstanding Refunds' (highlighted with a red box) and 'Completed Refunds'. Below the tabs is a table with the following columns: Refund ID, Date Initiated, Amount, Payment Method, Status, and Action. A single row is visible with the following data: Refund ID 1099, Date Initiated 27-02-2024, Amount 126.00, Payment Method represented by a bank icon, and Status 'REJECTED' (highlighted with a red box). At the bottom left of the table is a dropdown menu showing '10'. At the bottom right are navigation icons. A yellow arrow points from the 'REJECTED' status cell to the right.

Outstanding Refunds		Completed Refunds			
Refund ID	Date Initiated	Amount	Payment Method	Status	Action
1099	27-02-2024	126.00		REJECTED	

Rejected Deposit

- ✓ If you provide invalid bank transfer instructions, you will be notified by PayMyTuition that your refund has been rejected due to a failed deposit attempt.
- ✓ Your refund will remain in the **Outstanding Refunds** section, with a status of **Rejected**.

PayMyTuition will reach out to you to confirm your beneficiary refund instructions prior to reattempting to deposit the funds.