



## AMERICAN COLLEGE *of* EDUCATION

### Tuition Payment Options

**All payments must be made using the MyACE Portal and the ACE mobile app.** Exceptions to this policy include third-party payers (employers, school districts, scholarships, and gifts from relatives) who are making a payment on behalf of a student. Other unique exceptions may occur that will need to be coordinated through the Student Services office.

**Payment Due Date.** Payments are due on Friday before each term start. If payment has not been received by the end of the day on the Friday of Week 1, the student will be administratively withdrawn. If students are administratively withdrawn and wish to be reinstated, they will be subject to the [\\$100 reinstatement fee](#).

**Attention Financing Students.** Are you financing your education with Climb Credit, Sallie Mae, or Tuition Flex? Be sure to contact your lender to officially accept their terms by the payment deadline. If you are financing with Climb or Tuition Flex, you will also pay the \$200 tuition deposit directly to ACE by the payment deadline to maintain your enrollment.

**Did you recently change your payment method?** If you changed your method of payment (for example, you change from paying by course to using a lender), please ensure your Payment Agreement is updated to reflect the most recently selected method of tuition payment. To update your Payment Agreement, sign in to [MyACE Portal](#) and navigate to 'I Want To...Request forms', and then Change Payment Option, and then click Payment Agreement.

If you have questions or require additional assistance, please contact ACE Student Services at [support@ace.edu](mailto:support@ace.edu), by calling 1-800-280-0307 Option 1, or via web chat at [www.ace.edu](http://www.ace.edu).

Monday through Thursday - 8 am to 9 pm ET

Friday - 8 am to 7 pm

Saturday (week before term start and week of term start) - 10 am to 2 pm ET

Sunday (week before term start and week of term start) - 3 pm to 7 pm ET

## MyACE Portal

1. Sign in to MyACE Portal, <https://myace.ace.edu/>

Use the 'Forgot Username/Password' prompt if you don't remember your login credentials. Enter the email address you provided when you applied for admission to ACE. You will receive your MyACE username in an email along with a link to reset your password. Check your email spam folder if you do not receive your portal credentials.

2. Select **My Finances** and then select **Make Payment Online** (Figure 1).

**NOTE:** When accessing MyACE Portal using a mobile device, menu items (located along the left-hand side) may appear to be hidden or inaccessible. To access the "hidden" MyACE Portal menu, scroll down and click *Site Index*. (Figure 1a).

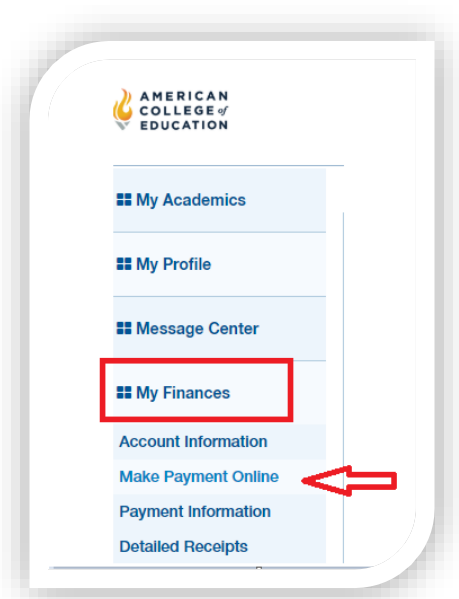


Figure 1

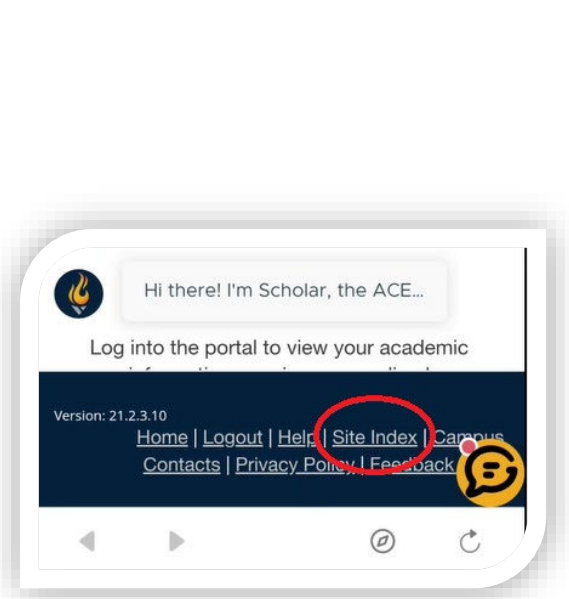


Figure 1a

3. Review the **General Refund Policy**, select the checkbox to acknowledge the policy terms, and then select **Continue**. Select the **Enrollment** for your payment using the term drop-down list (Figure 2).

**NOTE:** Pay attention to the balance due for the selected enrollment.



The image shows a white rounded rectangular form. At the top left, it says "Select Enrollment". To its right is a dropdown menu with "All" selected. A red circle highlights the dropdown arrow. Below the dropdown, it says "Your balance for the selected enrollment is" followed by a small number.

*Figure 2*

4. Select **Make My Payment From** (Figure 3) and use the credit or debit card that is currently listed in the drop-down list, then go to **Payment Amount** and enter the amount you will pay (do not use commas) for the selected enrollment, and click **PAY**.

**NOTE:** You can confirm your payment is reflected on your account in MyACE Portal by clicking **My Finances**, and then clicking **Account Information**.

Account Details Payment Schedule **Make a Payment**

Enter your payment information below. To add another payment method, click on the Add a Payment Method link.

Online Payment Information

Make my payment from

**Add a Payment Method**

Payment Amount

NOTE: If we receive your request to make a payment by 1 p.m. Eastern Time (ET), on a business day, your payment will post to your school account that business day. If we receive your request to make a payment after 1 p.m., your payment will post on the next business day. School business days are Monday through Friday, excluding Federal holidays.

**Cancel** **Pay**

### Want to pay using a new debit or credit card?

Select **Add a Payment Method** and then scroll down and then select **+ Add a New Credit Card >>**.

You will be routed to PayPal (Figure 4) where you will enter your credit card information.

**NOTE:** You DO NOT need a PayPal account to enter new card information.

After you enter all card/debit card details, click **Verify Card**, and then click **Return** to go back to MyACE Portal.

Figure 3 – Making an Online Payment

Verify the card

Enter credit card details

Card Number

Expiration Date  /

CSC

What is this?

Billing Address

First name

Last name

Country

Billing address

City / Town

State / County / Province / Region

ZIP / Postal Code

Phone Number

Email Address

Shipping address

Same as billing address

Enter a different address

**Verify Card**

**Return**

Secure payments by **PayPal**

Figure 4 – How to add a new credit/debit card information

6. **Confirm Payment Information** (Figure 5). Confirm the selected term and the payment information, and then click **Confirm Payment**.

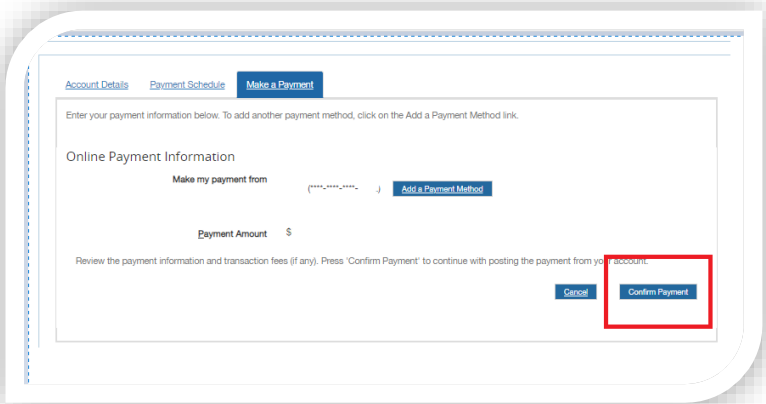


Figure 5

**NOTE:** To pay via MyACE, your browser popup blockers must be temporarily disabled. Do not click Refresh on the next page to avoid duplicate charges on your account. If the payment has been applied successfully, it will appear as Applied. You can confirm your payment is reflected on your account in MyACE Portal by clicking **My Finances**, and then clicking **Account Information**.

*Contact your credit card or debit provider if your payment could not be processed because your payment method did not authenticate. If you need additional support, contact Student Services at 1-800-280-0307 Option 1.*

## ACE Mobile App

To download the ACE mobile app, visit your mobile app store and search for 'American College of Education'.

1. Sign in to the ACE mobile app using your MyACE username and password. Use the '*Forgot Username/Password*' prompt if you don't remember your login credentials. Enter the email address you provided when you applied for admission to ACE. You will receive your MyACE username in an email along with a link to reset your password. Check your email spam folder if you do not receive your portal credentials.

2. Select **User Profile** ( 👤 ) and then select **Student Accounts** (Figure 6). Locate the term for your payment, review the charges, and click **Payments**.

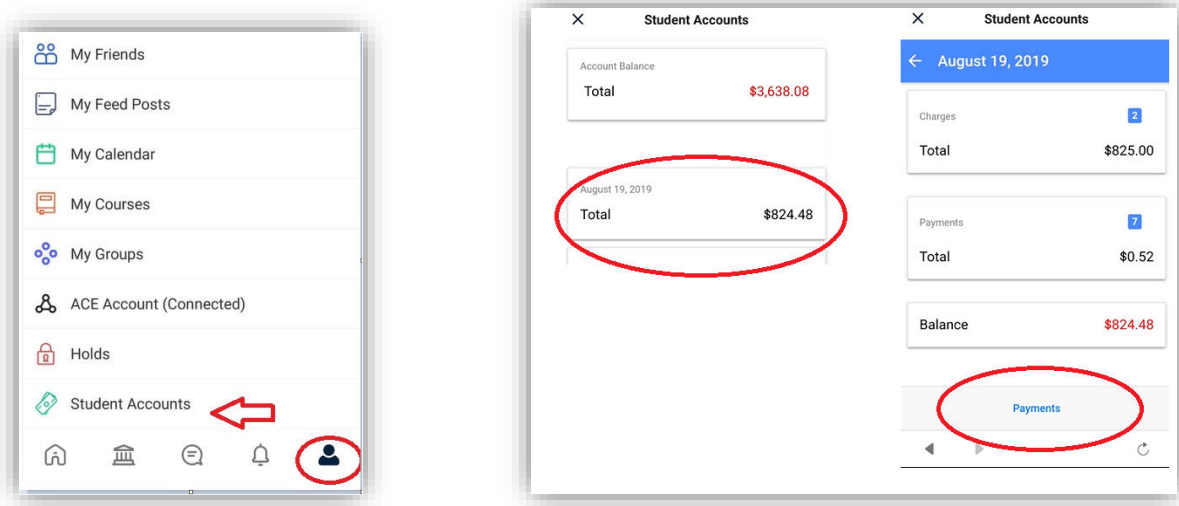


Figure 6

3. Confirm the **Total Amount** of your payment and click **Pay**. You will then enter your credit/debit card information. Enter your **Credit/Debit Card Details** and **Billing Information**, and then click **Pay Now** (Figure 7).

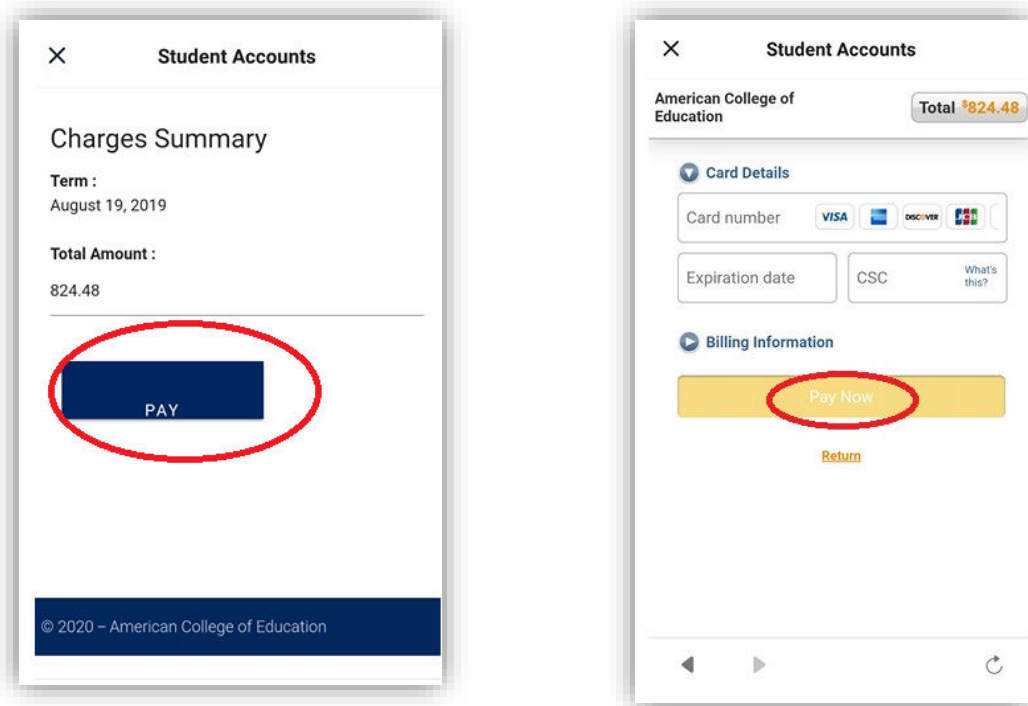


Figure 7