

Frequently Asked Questions (FAQ)

Below you will find some frequently asked questions about billing, payments, and payment plans. If we have missed a question, please contact us at Apply@auroracollege.ca or 1-866-266-4966.

How to Pay

There are many payment options available at Aurora College. Some of the most popular include:

Online Self-Service/Credit Card:

You can pay securely using your credit or debit card through our online payment portal in Self-Service.

1. Log onto your student account at My Self-Service (<https://myac.auroracollege.nt.ca>).
 - a. Your login is your college email address (name@myauroracollege.ca).
 - b. Your password would have been emailed to your primary email address on file.
2. Select the Finances tab.
3. Select the Balance menu item.
4. View your balance.
5. Under the Options section at the left, locate the Make a Payment section.
 - a. Note: If the Make a Payment section is not displayed, you cannot make a credit card payment toward your account balance at this time.
6. Select the period you want to Apply Payment To.
7. Specify the Amount you want to charge to your credit card.
8. Select Make a Payment.
9. When the payment vendor site is accessed, log in (if required).
10. Enter your credit card information and submit your payment.
11. When the Payment Successfully Processed page appears, select Close to return to the Balance page.
12. Payments are processed real-time. Your payment should appear immediately on your account.

Bank Transfer:

Transfer funds directly from your bank account to ours. Here's how:

1. Add "Aurora College" as a bill
 - In online banking, select "bill payments" and add Aurora College as a new payee. You can also do this by telephone banking or in person at the bank.
2. Enter your Account number
 - Your account number is your Student ID number. It must be 9 digits, so add 4 to 5 "0"s in front of your number. (for example: **000012345**)
3. Make a payment.
 - Payments do take 1-2 days to appear in the Aurora College system. Keep a copy of your reference number in case you need to follow up on your payment.

International Students

- You can pay from non-Canadian bank using the PayMyTuition App. Please visit our [International Student Payment](#) page for more information.

Pay in Person: We love to see our students in person! Please feel free to drop by any of our campus admissions offices between 8:30 – 5:00 pm (Monday – Friday) to make a payment.

Sponsorships:

- If you are being sponsored by another organization (for example, an Indigenous Government or employer), please send a copy of your sponsorship letter (must be official letterhead) to Apply@AuroraCollege.ca. Billing will be redirected to your sponsor.
- Do check with your sponsor to see who they are sending the money to. Some sponsors (such as Student Financial Assistance), pay you directly with the expectation that you will pay Aurora College.

Payment Plans

Sometimes it is difficult to have all your funding arranged before the tuition deadline. Aurora College can help support you with a Payment Plan. Payment Plans must be arranged before the start of classes. To create a payment plan, please contact your campus Finance Manager.

**Aurora Campus
(Inuvik)**
FinanceIN@auroracollege.ca
(867) 777-7800

**Thebacha Campus
(Fort Smith)**
FinanceFS@auroracollege.ca
(867) 872-7501

**Yellowknife North Slave
Campus**
FinanceYK@auroracollege.ca
(867) 920-3030

In order to setup a payment plan, please make sure you have your proof of sponsorship letter available.

Viewing Your Account Balance

To track your financial accounts with Aurora College:

1. Log onto your student account at My Self-Service (<https://myac.auroracollege.nt.ca>).
2. Select the Finances tab.
3. Select the Balance menu item.
4. Choose the time Period.
 - a. Select a Period to display your account balance for a specified period, or
 - b. Select All to display your entire balance history.
5. Choose how much information you want to View.
6. Select Change.
7. View your balance.

Tuition Rates

Current tuition rates are available on the [Aurora College webpage](#). Please note that there are exceptions to some part-time course rates.

Tuition Deadlines

Tuition is due by the start of your program. For 2025-2026, the program start dates are as follows:

Academic Term	Program Start Date	Tuition Cut-Off Date
Fall Term	August 28, 2025	September 5, 2025
Winter Term	January 5, 2025	January 16, 2025
Spring Term	May 4, 2025	May 8, 2025

Tuition Cut-Off Dates/Failure to Pay

We want to support all of our students in pursuing their studies. To do this, we require your cooperation in keeping us informed of any payment challenges. We might have a solution!

Unfortunately, if you are unable to pay your tuition and you have not made arrangements for a payment plan by the Tuition Cut-Off date, your course registration will be cancelled and all your technology accounts with Aurora College will be suspended.

This is treated as an early withdrawal with no-academic penalty.

You may be credited back up to 50% of your tuition, but the remainder will stay as outstanding on your account as a balance owing and may be subject to collections.

There are no appeals for financial dismissals.