What are the first steps I need to take to ensure I prepared financially at the start of my program?

1) Communicate with someone in the financial aid office to determine your options with respect to assistance with tuition.
2) Calculate the estimated tuition you will need for your academic program.
3) Determine when your tuition payments are due, how much is owed, and when.
4) Prepare a schedule for payments that you are comfortable with.
5) Identify whom you can contact if you run into issues or problems related to tuition or financial aid.

How can I remove a bursar account hold on my account?

A bursar hold is placed on a student’s account when a past due balance remains on the account. When a bursar hold is placed on a student account, students may not: register for upcoming courses or receive official transcripts. To see your balance, go to the myWalden portal and select the STUDENT SERVICES tab and then the Account Summary by Term link. Once your payment is received and your balance is paid in full, your hold will be released within 24 - 48 hours.

How can I pay my bill?

Walden University accepts Visa, MasterCard, American Express, Discover, ACH (bank transfer), checks, money orders, and wire payments. A listing of the multiple payment methods are below.

**Online Payment**
To View and Pay your bill online:

1. Go to myWalden portal at [https://my.waldenu.edu/portal/](https://my.waldenu.edu/portal/)
2. Click on the Student Services tab
3. Click on Manage Your Account/Pay Your Bill
4. Choose your epayment method (under ePayments)

**Payments by Phone**
To make credit card payments over the phone, please call the bursar’s office at 1-800-WALDENU, select 1 for English or 9 for Spanish and enter the numerical portion of your student ID. Then select option 1 (financial services) and option 4 (automated payment system).
Domestic Payments by Wire
If you wish to wire your funds to pay your balance, download, print, and complete the Wire Transfer Remittance form. You can also access the form from your myWalden portal. Select the Student Services tab and then the “Financial Forms” link. Please be sure that a copy of this form is given to your bank, along with your payment, to insure accurate and timely processing.

International Payments by Wire - peerTransfer
Click https://www.peertransfer.com/school/waldenu/ to begin the payment process.

• To get started, select the country from which funds will be coming and the payment amount in US dollars you wish to make to your student bill.
• In most cases, the US dollar amount will be converted into your home currency at preferential exchange rates, which will translate into savings for you.
• After providing basic demographic information, you will schedule the transaction and will be instructed via email on how to pay peerTransfer from your home country bank account.
• peerTransfer will then forward the US dollar amount to Walden University where it will be directly credited to your student billing account.

Payments by Mail
If you wish to mail in a check or money order, please make it payable to Walden University, and forward to:

Walden University
15297 Collections Center Drive
Chicago, IL 60693

Please do not include correspondence with your payment. All correspondence should be forwarded to:

Walden University
Office of the Bursar
650 S. Exeter Street
7th Floor
Baltimore, MD 21202

How do I request a bill or receipt?
Students are automatically sent statements following registration for courses. Students can also request statements and/or receipts through email at billing@waldenu.edu and please provide the following,

• Name:
• Student ID or social security number:
• Period in which bill is needed (i.e. Fall 2007):
• Delivery Method (fax, email, or mail):
• Any other specific information (fax number, address to mail statement, email address)

** Requests are processed within 48 hours of receipt of the request. In high volume periods such as the beginning or end of a quarter or semester this may be extend to 72 hours.

When will my payment post to my account?

Generally, payments submitted through the following forms will be processed in the following timelines after we have received them.

• Online Payment: 1-2 business days
• Phone Payment: 24 hours
• Check / Money Order: 5-7 business days