

How to Pay Your Fees

Step-by-Step Instructions for Making Payments Through flywire.

Saskatoon International Education accepts all tuition and associated fees through **Flywire**, our trusted international payment partner. Flywire allows students and families to make secure payments from nearly any country, using their preferred currency and methods such as bank transfers, credit cards, or other local options.

Using an authorized third-party service like Flywire ensures that:

- · All payments are securely tracked and recorded
- Students and families receive real-time updates on the status of their payments
- Refunds, if applicable, can be managed with transparency and more efficiently
- Support is available 24/7 through Flywire's multilingual customer service team

This guide will walk you through each step of the payment process, from accessing your invoice on the TrueNorth Portal to completing your payment in Flywire.

Step 1: Log in to Your TrueNorth Portal Account

To begin, please access your TrueNorth Portal account using the following link: Saskatoon Public Schools - Secure Portal (mytruenorth.ca)

Note: Invoices on TrueNorth are only accessible to the student's parents. If you cannot log in or view the invoice, you may not be listed as a parent or using the registered email with SIE. Please reach out to **sie@spsd.sk.ca** for help.

Choose "Parents Start Here" and proceed to log in.











At Saskatoon Public Schools every student is Known • Valued • Believed In

310 - 21st Street East, Saskatoon SK, S7K 1M7, CANADA
TEL: 306-683-8200 • EMAIL: spsdinfo@spsd.sk.ca • saskatoonpublicschools.ca

Secure Portal - Saskatoon Public Schools



Agents Start Here

For active agents. Create and submit online student applications.



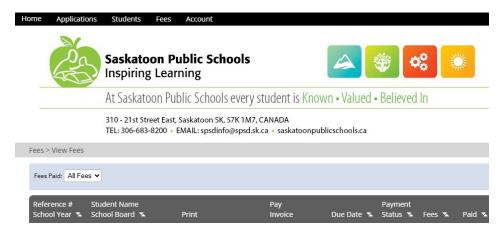
Parents Start Here

For parent contacts of enrolled students or parents who are not working with an agency and wish to create and submit online student applications.



Step 2: Go to the Fees Section

Once logged in, click on the "Fees" menu at the top of the page, then select "View Fees" from the dropdown list.



Step 3: Proceed to Payment via Flywire

Click the blue "Pay Now with Flywire" button next to your invoice to begin your payment.

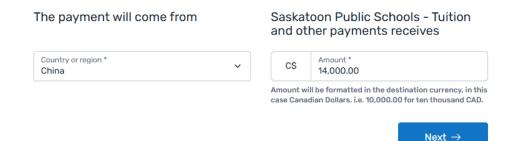


Step 4: Choose Your Country

On the Flywire payment screen, choose **the country you are making the payment from** in the dropdown menu.

Note: If you are making the payment from within Canada, make sure to select Canada.

Your payment

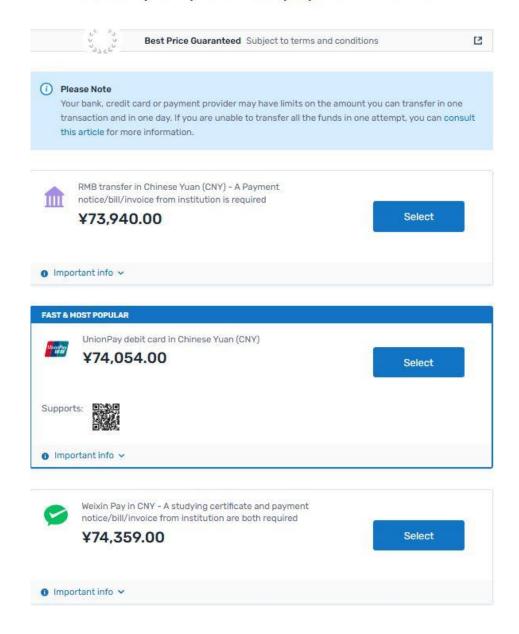




Step 5: Select Your Preferred Payment Method

Based on your country selection, Flywire will automatically display your local currency rate with the appropriate payment options. Flywire will then convert your currency and pay your institution.

Select your preferred payment method

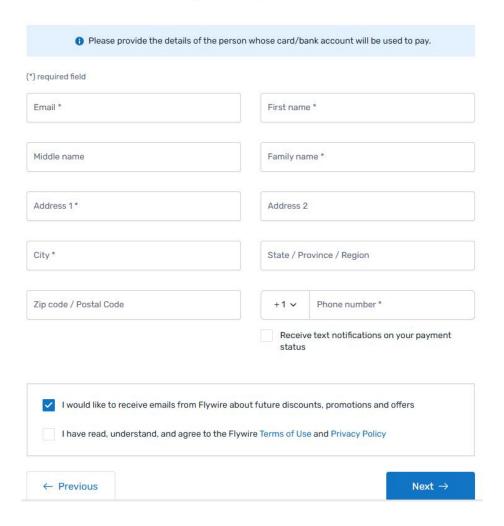


Step 6: Enter the Payer's Information

Enter the payer's personal details and contact information. Agree to Flywire's terms and conditions by checking the box at the bottom of the form and click "Next" to continue.



Payer information



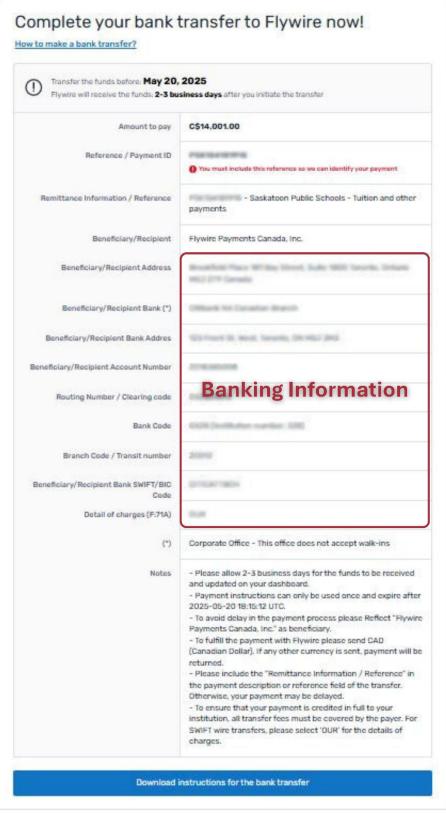
Step 7: Review and Confirm Information

Review the payer and student's information for accuracy. Use the "Previous" button if you would like to edit your information.

For bank transfer payments ...

- Review your payment instructions and complete the transfer online through your bank or in person at a local branch.
- Your payment instructions will be automatically displayed
- You can also download a copy of these instructions in a PDF document

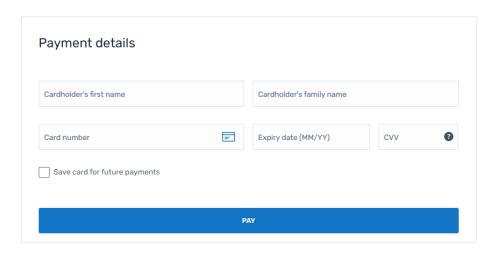




For credit card payments ...

- Enter your card number, name, expiration date and security code
- Enter your information within 15 minutes to avoid your session timing out
- Click "Pay" to proceed with your payment





Track Your Payment

Once your payment is submitted, you can monitor its progress using Flywire's real-time tracking features:

- **Email** Receive email notifications regarding your payment status
- Text Opt in to receive payment progress updates via SMS text alerts
- Online Log in anytime at <u>flywire.com</u> or use the **Flywire mobile app** to check your payment status.

Get Help with Your Payment

If you need assistance with making your payment, Flywire offers dedicated, **24/7** multilingual support to guide you through every step of the process:

- **Live Chat Support** Simply click the chat box on the payment screen to start. The first 3–5 questions may be answered by Flywire's virtual system, but you'll then be connected directly to a **real support representative** for personalized help.
- **Flywire Help Centre** Access helpful articles and step-by-step guides at any time by visiting the <u>Flywire Help Centre</u>. You can change the display language at the bottom right corner of the Flywire page to receive all instructions and support in your preferred language.



SASKATOON INTERNATIONAL EDUCATION •

GET HELP SIGN IN flywire



institution?

Money?

Application payment if my payment request has been cancelled?



Using Flywire Get to know our services and how to use them



Payments and Refunds Make payments and track, manage, or cancel your transactions



Account and Security Manage and protect your personal



Region-Specific Payments Requirements for making payments from specific geographic regions and countries



Common Application How to make payments and submit your application to the Common Application



CohortGo Support Help with CohortGo Payments & Insurance

Need immediate help?

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