

CHANGES TO CREDIT CARD TRANSACTIONS

Effective February 5, 2019, students will be required to provide their CVV (Card Verification Value) for all credit card transactions in order to be compliant with the Payment Card Industry (PCI) and protect cardholder payment data.

This change will apply to the following forms that capture payment data:

- Application for Admission (Undergraduate)
- Graduate Readmission Form
- Parchment Reprint Request
- Transcript Request
- Registrar's Office Courier Payment Form

Students can make a credit card payment through the following:

1. Online

- Students will be directed to a third-party website, JotForm, to fill out their form(s) and process credit card payment with CVV. JotForm is compliant with data protection regulations.
- Note: The Application for Admission (Undergraduate) will require students to fill out the application form (PDF), sign it, and then upload it to JotForm to complete payment.

2. In person at Student Connect

- Students will be directed to JotForm to fill out their form(s) online and process credit card payment with CVV.
- Students who have a paper application form will be assisted in filling out their application in JotForm.
- Students who need to pay with cash or debit will continue to be able to process their payments in person at Student Connect.

3. Over the Phone

- Paper application forms should only be submitted if the online payment option is unavailable. If a student has filled out a paper form and submitted it for processing, they will be contacted by the Registrar's Office to provide their CVV information over the phone. Students will NOT be asked for their credit card number over the phone; only select identifying questions and CVV will be requested.

The University of Alberta is committed to maintaining the accuracy, confidentiality and security of your personal and credit card information. Personal credit card information (card number, expiry date, CVV code and name) is collected to both identify you and protect you and the university against error or fraud.