

# Self Service

## User Guide

### Self-Service Overview and Log-In Instructions:

- Self-Service is a user-friendly access point to your academic and financial records that allows you to monitor your path toward graduation, plan and schedule classes, and keep track of your finances
- Find the **MY`ACM** tab at the top ACM homepage, select Self-Service from the drop-down menu
- Log in to Self-Service with your **USERNAME** and **PASSWORD**
- By clicking on the bank icon on the left bar, students can also review their bill, determine their financial aid status including documentation needed and awards received, and make a payment and/or sign-up for the Nel-Net payment plan
- Other options include a quick review of your grades, request an official transcript, or view/print an unofficial transcript. These options are available from the graduation cap icon on the left bar

### How to Plan and Register Your Courses:

- Find the **MYACM** tab at the top ACM homepage, select Self-Service from the drop-down menu
- Log on to Self-Service with your **USERNAME** and **PASSWORD**
- Select **Student Planning**
- Select **Option 1 - My Progress**
- Review your path toward graduation. Classes that display green are those you are currently in or have completed. Classes that display red are those you still need to complete.
- Once you have decided on the class you want to schedule you can click directly on the course link, or from the **Academics** drop down menu at the top of the screen select the **Course Catalog**
- In Course Catalog you can search by subject, term, location, instructor, etc.
- Once you find the course and section you want, select **Add Section to Schedule**
- Continue this process until you have selected all your classes
- Click on the **Student Planning** drop down menu at the top of the screen and select **Plan & Schedule**
- Select the term (Fall, Spring, Summer) with arrow in upper left corner
- Planned classes will display yellow in calendar or list form
- Click the blue **Register Now** button on the upper right of the screen to register for all the planned courses at once
- Once successfully registered your classes will display green instead of yellow

## **How to View Your Bill and/or Establish a Payment Plan:**

How to View Your Bill, Pay in Full, or Set Up a Payment Plan:

- Find the MY ACM tab at the top ACM homepage, select self-service from the dropdown menu
- Log on to self-service with your USER ID and PASSWORD
- Under ACADEMIC PROFILE, select Student Planning, Enrollment, and Grades
- Click on Bank Icon to the left of the screen
- Select Student Finance
- Select Account Summary
- Click on the semester you want to view
- Click on View Statement

To pay your bill in full:

- Click the Bank Icon to the left of the screen
- Select Student Finance
- Select Make Payment

To establish a payment plan:

- Students will need their balance due and Student ID number when signing up for the payment plan.
- Whether students have used the payment plan before or not, they will need to create a username and password and reenter all their information.
- The payment plan fee will increase to \$35 for the fall and \$25 for the Summer.
- Click on the link below to set up a payment plan: <https://mycollegepaymentplan.com/allegany>

(This link has been added to the self-service page under “Helpful Links,” where students can see their semester balances. It is also on the Business Office webpage.)

## **How to view and print your schedule:**

- Find the **MYACM** tab at the top ACM homepage, select Self-Service from the drop-down menu
- Log on to Self-Service with your **USERNAME** and **PASSWORD**
- Select **Student Planning**
- Select Option 2 - **Plan and Schedule**
- Select the term (Fall, Spring, Summer) with arrow in upper left corner. Select Print in the middle of the screen (under where you selected your term)

### **How to Drop and/or Add a class:**

- Find the **MYACM** tab at the top ACM homepage, select Self-Service from the drop-down menu
- Log on to Self-Service with your **USER ID** and **PASSWORD**
- Select **Student Planning**,
- Select Option 2 - **Plan and Schedule**
- Select the term (Fall, Spring, Summer) with arrow in upper left corner
- To drop a class before the semester starts, scroll down course bar on left, select class and click on the blue **Drop** button, a prompt will then ask you to confirm
- To add a class, make sure that it is added to your plan, select the course from the course bar on left, and click on the blue **Register** button
- Planned classes once registered will turn green
- Dropped classes will turn yellow and can be removed from your plan by clicking on the x on upper right corner of course tab
- **NOTE: STUDENTS CANNOT DROP OR ADD ON SELF-SERVICE ONCE THE SEMESTER BEGINS. PLEASE CONTACT THE REGISTRATION OFFICE AT 301-784-5198 OR EMAIL [admissions@allegany.edu](mailto:admissions@allegany.edu) FOR HELP WITH DROPPING/ADDING AFTER THE SEMESTER STARTS.**

### **How to View Your Past Grades or Current Midterm Grades:**

- Find the **MYACM** tab at the top ACM homepage, select Self-Service from the drop-down menu
- Log on to Self-Service with your **USERNAME** and **PASSWORD**
- Click on the **Graduation Cap Icon** to the left of the screen
- Select **Grades** on the drop-down menu
- Select the semester you wish to see your grades
- You can also opt to download your unofficial transcript

### **How to View Your Unofficial Transcript:**

- Find the **MYACM** tab at the top ACM homepage, select Self-Service from the drop-down menu
- Log on to Self-Service with your **USERNAME** and **PASSWORD**
- Click on the **Graduation Cap Icon** to the left of the screen
- Select **Unofficial Transcript** on the drop-down menu
- Click on the **Unofficial Transcript** hyperlink
- Your downloaded unofficial transcript can be printed or saved to a file

## How to Change Your Address or Phone Number

- Please contact our Admissions office at 301-784-5199 to update this information

## How to Request an Enrollment Verification

- Find the **MYACM** tab at the top ACM homepage, select Self-Service from the drop-down menu
- Log on to Self-Service with your **USER ID** and **PASSWORD**
- Select **ACADEMICS** in the top left corner
- Select **Student Planning**
- Click **ENROLLMENT VERIFICATIONS** from the drop-down menu
- Click **Add New Request**
- Fill out the requested information
- Click **Submit**
- **NOTE:** If you would like to have your enrollment verification emailed, in the address line type your email address and still fill out the rest of the fields. We will then know to email it.

## How to View Your Financial Aid Status:

- Find the **MY ACM** tab at the top ACM homepage, select Self-Service from the drop-down menu
- Log on to Self-Service with your **USER ID** and **PASSWORD**
- Click on the **Bank Icon** to the left of the screen
- Select **Financial Aid**
- Select **Financial Aid Home**
- You will be able to see the status of your application, any documents you still need to complete, and if you have any pending awards to accept

You can also contact the Student Financial Aid Office at 301-784-5213 or [studentfinancialaid@allegany.edu](mailto:studentfinancialaid@allegany.edu)