Parent Portal Instructions

The Parent Portal is designed to allow students to provide parents and guardians with access to information and services that will aid in their support of your academic and co-curricular success. When establishing an account, students will determine which information will be accessible: academic records, student accounts, financial aid, and/or student housing. We strongly encourage students to establish an account.

For students to create a Parent Portal login:

- Login to myGCC at https://my.gcc.edu/ics/ with your student login
- Select the *Request Parent Access* page from the left menu and complete the form
- The account holder will receive an email notification with their User ID within 7-10 business days
- To make changes to the permissions after requesting a login, submit a completely new request under the same parent name and select the new permissions desired.

For parents to make an online payment via e-check or credit card using Parent Account:

- Login to myGCC at https://my.gcc.edu/ics/ with your Parent Account login (students must request using the above steps)
- Under *My Info* select the *Parent* page on the left
- Choose your student by clicking on their name in the *View my Students* section
- Under *Financials*, select *Student Account Information*
- Select *My Account Balances*
- Select *Go to CASHNet* and follow the screens as directed to complete the checkout process

For students to make an online payment via e-check or credit card:

- Login to myGCC at https://my.gcc.edu/ics/ with your student login
- Under *Financial* navigate to the *My Account Info* portlet
- Select *Go to CASHNet* and follow the screens as directed to complete the checkout process

There is **no** fee to make an e-check (electronic check) payment. During the checkout process, you will simply enter your bank routing number and bank account number. Please note that returned payments are subject to a returned item fee, so carefully enter all banking information. For credit or debit card payments, a convenience fee is charged by Transact CASH*Net*, our third-party payment processor, which does not benefit the College.

Trouble shooting for Parents:

- If you do not see one or more of the four information areas when using your Parent Account login, then your student has not given access to this information. Only the student can request a change in permissions. See final step under "For students to create a Parent Portal login".
- If nothing happens when you select 'Go to CASH*Net*', be sure your pop-up blocker is disabled.
- If you have misplaced your password or never created a password, enter your Username on myGCC and select 'I forgot my password'. For technical support, please contact helpdesk@gcc.edu.