



**Buckinghamshire
College Group**

The Online Store

A guide to paying tuition and other fees using our online store

The majority of students are required to pay a contribution fee to cover materials, equipment or field trips during their studies at Buckinghamshire College Group.

The Online Store offers a convenient way to pay for products, services and events using a secure online payment system. Purchases from the Online Store are by credit or debit card, or via PayPal. If you wish to buy from the Online Store you will be asked to register with us using your email address.

You can access the store by visiting **store.aylesbury.ac.uk** or via *College services* on our main website, **buckcollegegroup.ac.uk**.

When using the online store for the first time you will be asked to set up an account. If you are using the store primarily to purchase goods and services for your son or daughter during their time at College we ask you to set up the account in their name, and include their ID number in the space provided.


This will make the distribution of course related items, places on field trips, etc. much easier.

If you have 2 children studying at the College at the same time we would appreciate it if you could set up a separate account for each child to avoid confusion.

FAQ

Q. I am not a student at Aylesbury College can I still use the online store?

A. Yes, you certainly can, the store can be accessed by anyone. You should note however that some products and services are only available to Buckinghamshire College Students.



Q. Can I purchase from the store if I do not have access to a computer?

A. The Online Store is available as an online service and mobile friendly. Even if you have no computer of your own, you can visit the Store at many locations with computers and Internet access, such as the College Learning Resources Centre (LRC) and most public libraries. You will need an email address, a credit or debit card or a PayPal account to complete your purchase.

Q. What if I can't remember my password?

A. At each login stage, you will see a forgotten password button, where you enter your e-mail address and a reminder of your password is then sent to you, by e-mail, almost immediately.

Q. What do you do with my card details?

A. All payment details which are entered through this payment gateway are encrypted when the user enters them. When you use the web site, you will see the Thawte Trusted Site Seal, which confirms to you that you are using a site with the highest level of authentication and verification on each and every visit.

Q. If I buy, how will I get confirmation of my order?

A. When you purchase goods or services from our Online Store, you will automatically receive confirmation by e-mail to the address you gave in your registration, showing what items you have ordered and paid for.

Q. Where will my goods be delivered to?

A. Depending on what you have ordered, your confirmation details will explain where your goods can be collected from. This will be somewhere in the college.

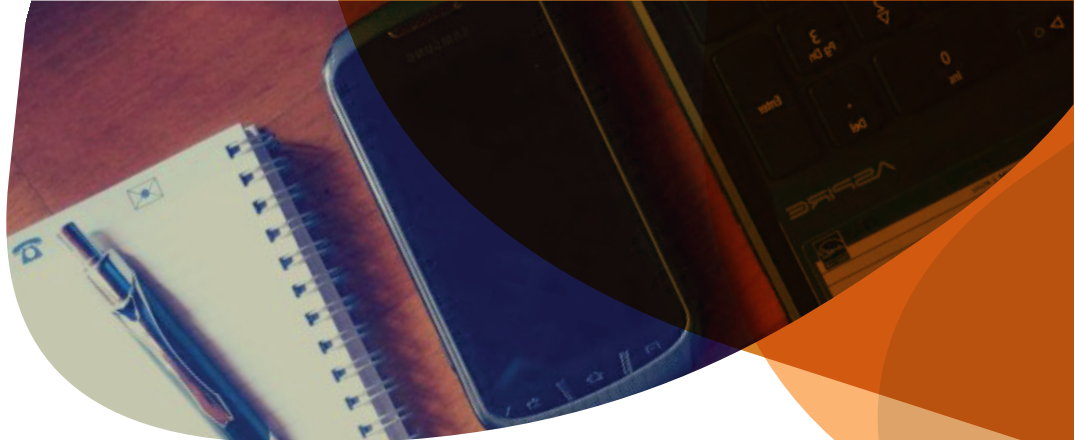
Q: What if my card payment doesn't go through?

A: Contact finance on 01296 588517

Q: What if I want to pay a different amount to the amount listed?

A: Contact your relevant curriculum area





For further information please contact the relevant department using the contact details below:



Amersham | 01494 585 555
Aylesbury | 01296 588 588
Wycombe | 01494 585 555



Admissions
admissions@buckscollegigroup.ac.uk



General Enquiries
enquiries@buckscollegigroup.ac.uk



Finance
finance@buckscollegigroup.ac.uk



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European Union
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www.buckscollegigroup.ac.uk