ACCESSING YOUR 1098-T FORM

Grand Canyon University uses a third party (ECSI) to mail all IRS 1098-T forms. A 1098-T form is sent to students that have made payments for qualified tuition and related expenses and/or have scholarships and grants posted to their student account during the previous calendar year. The form is mailed to the student's address on file no later than January 31st.

As a reminder, Grand Canyon University cannot answer specific questions related to the 1098-T. We advise that students speak with a qualified tax professional or contact the IRS Taxpayer Assistance line at 1-800- 829-1040.

Below are the steps a student can take if in order view their 1098-T form online. **Please note these steps are only for forms for 2024 and prior.** Starting with 2025 forms, students can access within the Student Portal.

Forms for 2024 and prior can be obtained at the following website:
https://heartland.ecsi.net/index.main.html#/access/signIn

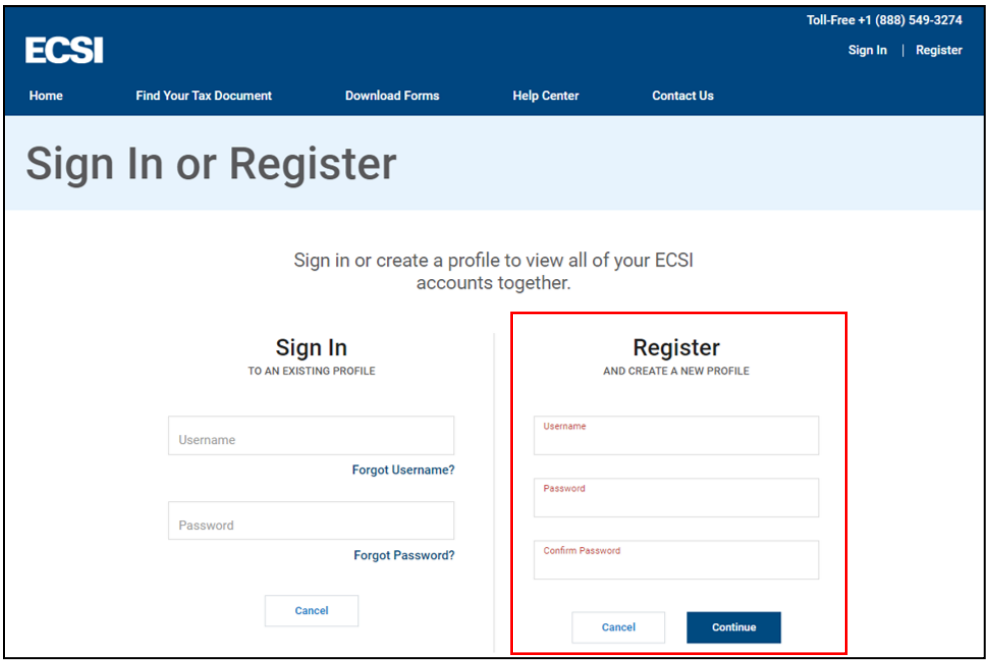
There are three steps to access your 1098-T tax form.

1. Create a profile.
2. Sign in to your profile.
3. Connect an account.

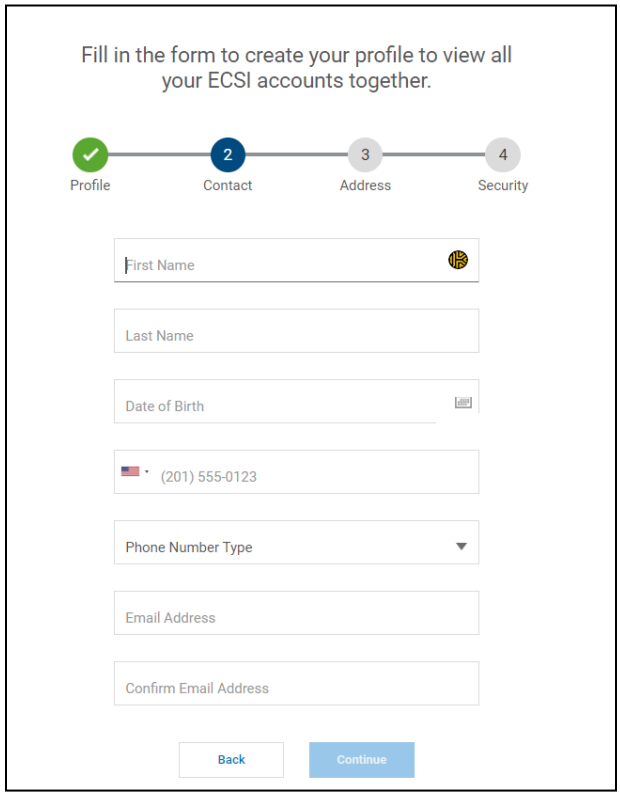
Step #1 – Creating A Profile

You will need to create a profile to connect an account and access your 1098-T tax form. Go to the Register and Create A New Profile area on the right side of the page.

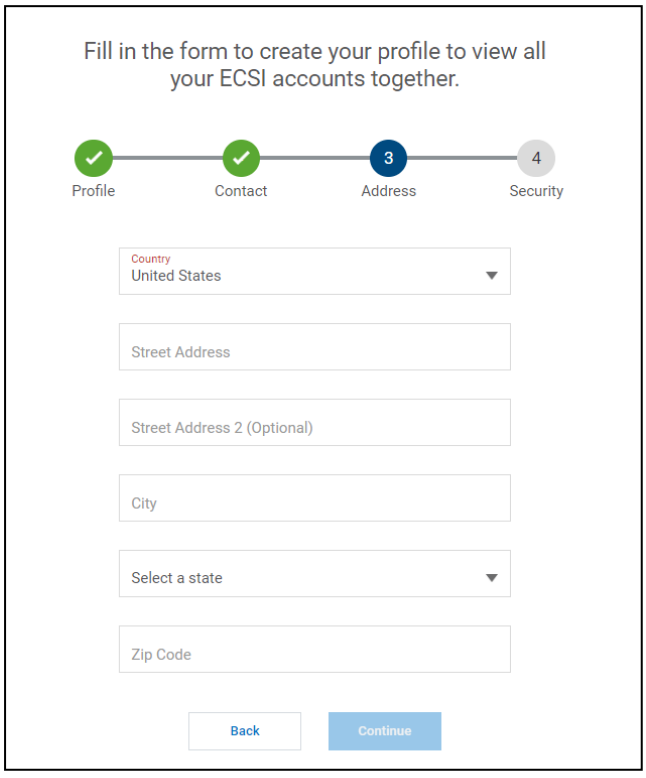
Step 1: Think of the username you want to use and enter it in the Username field. Then think of a password you want to use and enter it in the Password field. You will need to re-enter the Password in the Confirm Password field. Click on the Continue button.



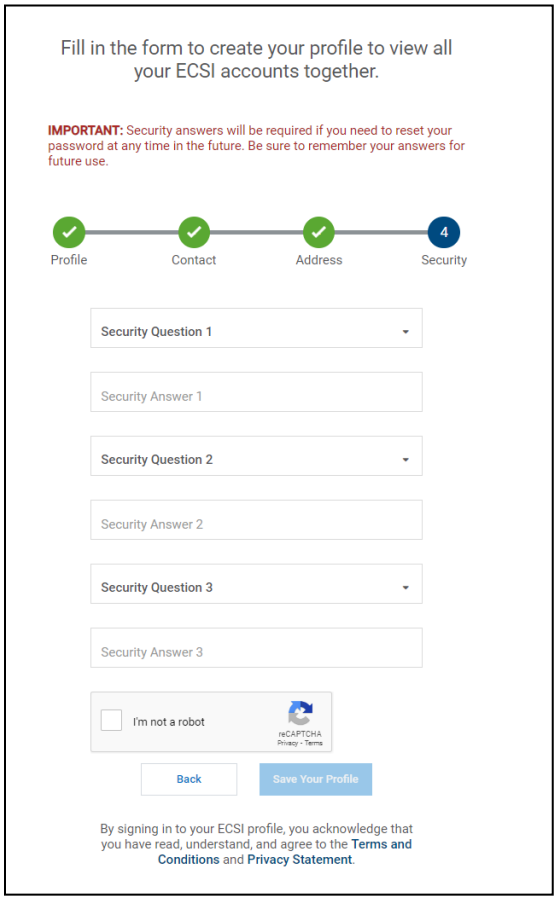
Step 2: Enter your contact information including your first and last name, date of birth, phone number, and email address. Click on the Continue button.



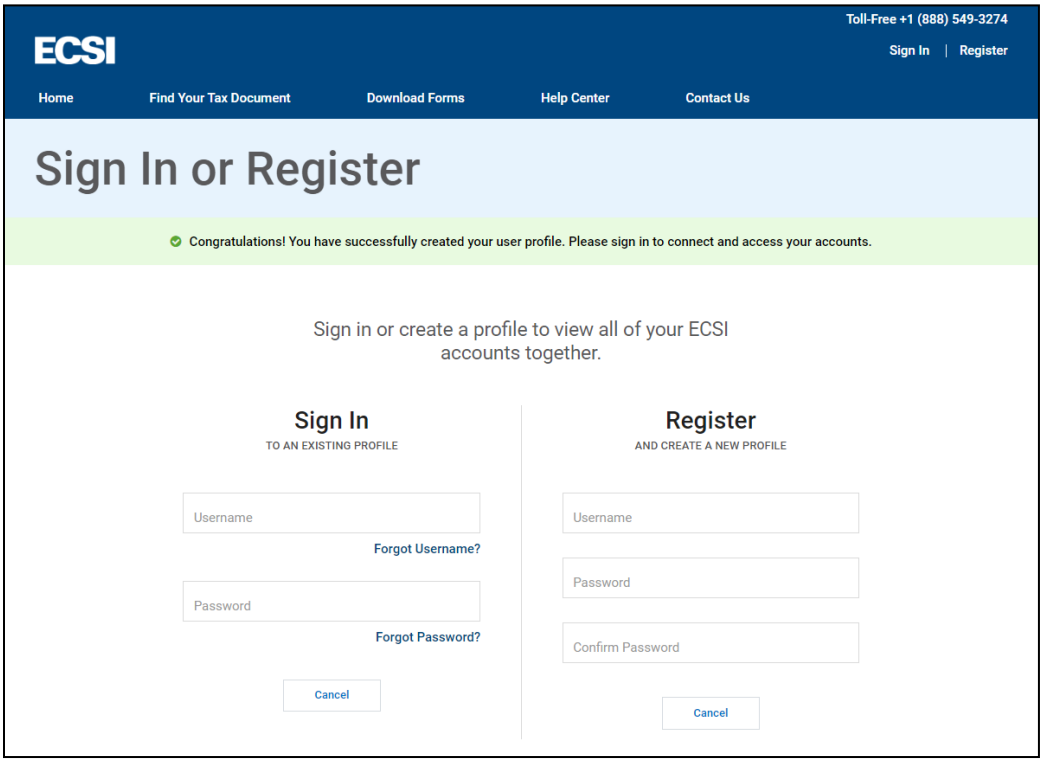
Step 3: Enter your address including street, city, state, and zip code. Click on the Continue button.



Step 4: Select three (3) security questions and enter your security answers. Check the reCAPTCHA checkbox and click on the Save Your Profile button.



When your profile is successfully created, you will be returned to the Sign In page.

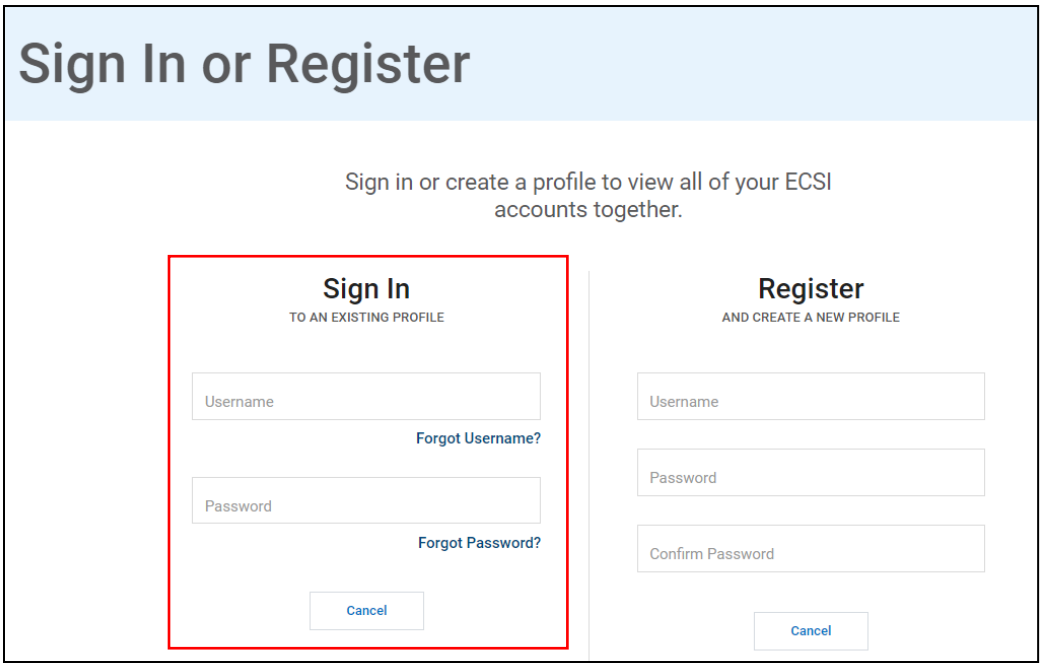


Step #2 – Signing in to Your Profile

Now that you have created your profile, you will need to sign in to the profile to complete step 3 of this process.

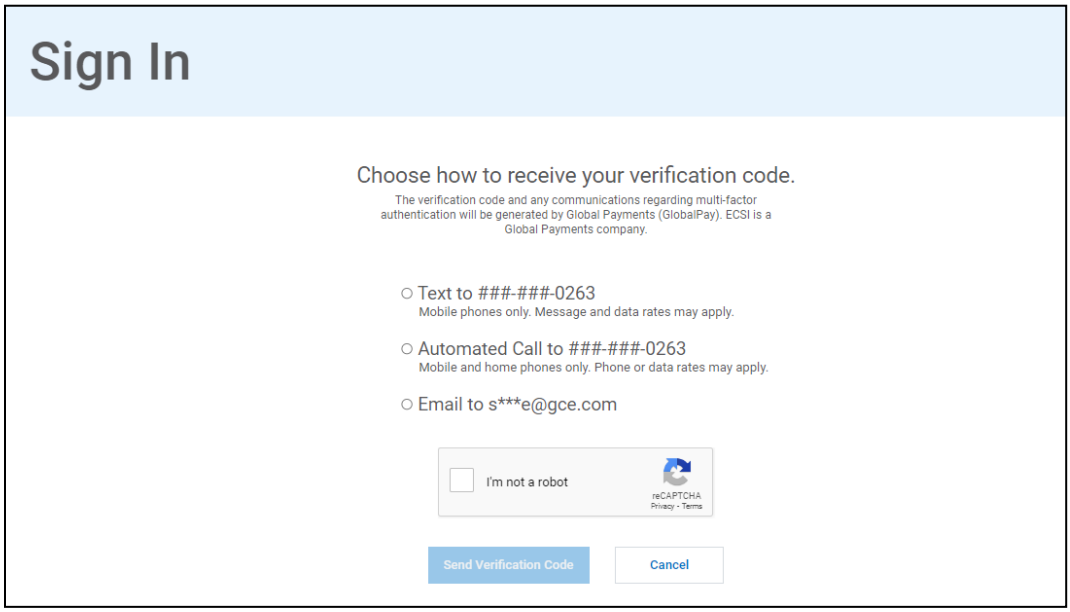
To sign in to your profile, click on the Sign In I Register link in the top right of the web page. Go to the Sign In To An Existing Profile area on the left side of the page. Follow the instructions below.

Step 1: Enter your username and password. Click on the Continue button.

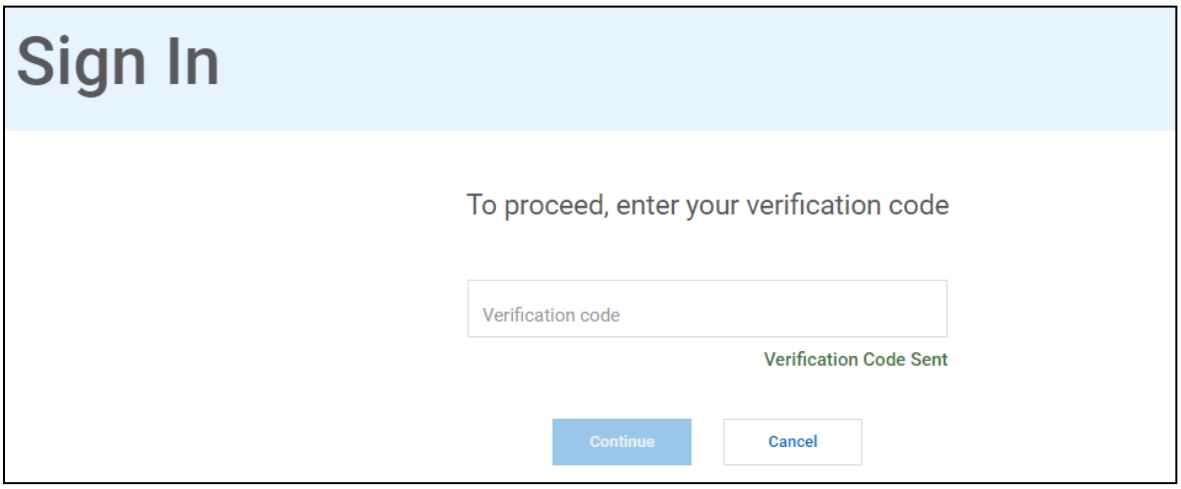


Step 2: Choose how you want to receive your verification code. Check the reCAPTCHA checkbox and click on the Send Verification Code button.

NOTE: The code can be received via text if you entered a mobile number for your profile. Otherwise, you can receive your verification code via automated call or email.



Step 3: Enter the verification code that you received in the Verification Code field. Click on the Continue button.

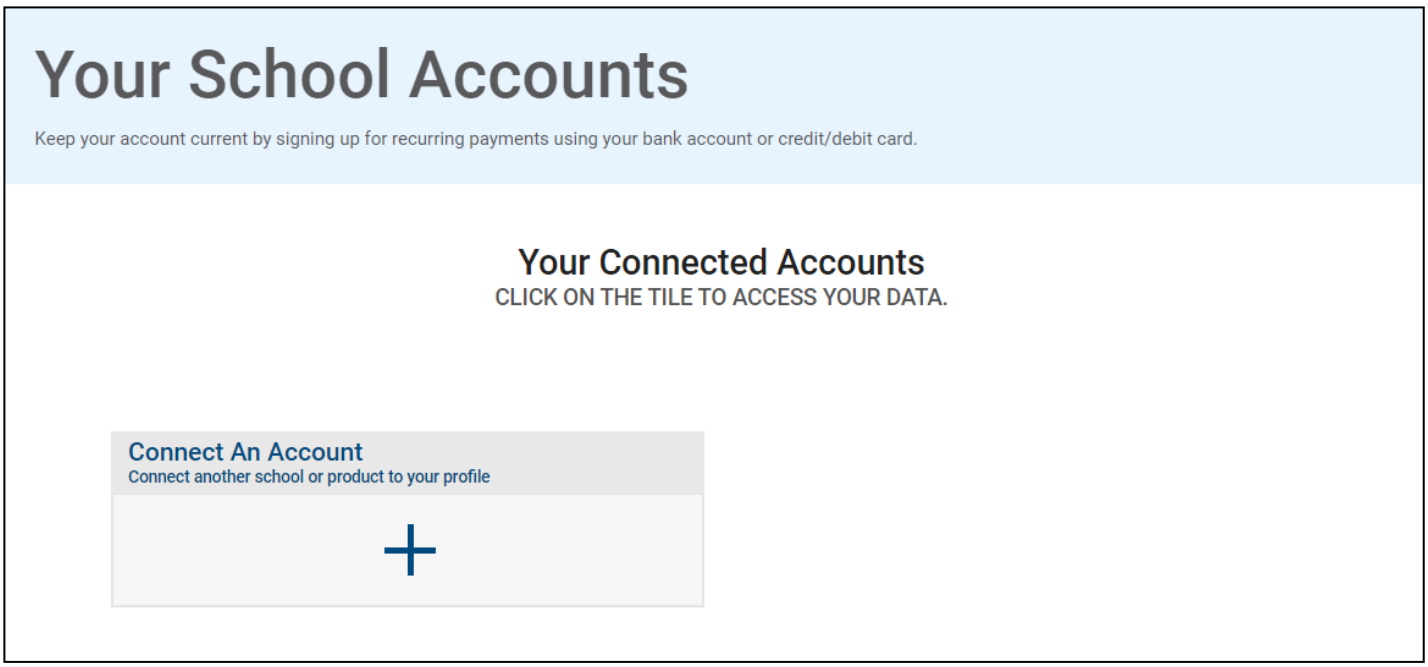


When you have successfully completed the Sign In process, you will be directed to the Your School Accounts page. This is where you will need to connect your tax form account to your profile to view or print your 1098-T(s).

Step #3 – Connect an Account

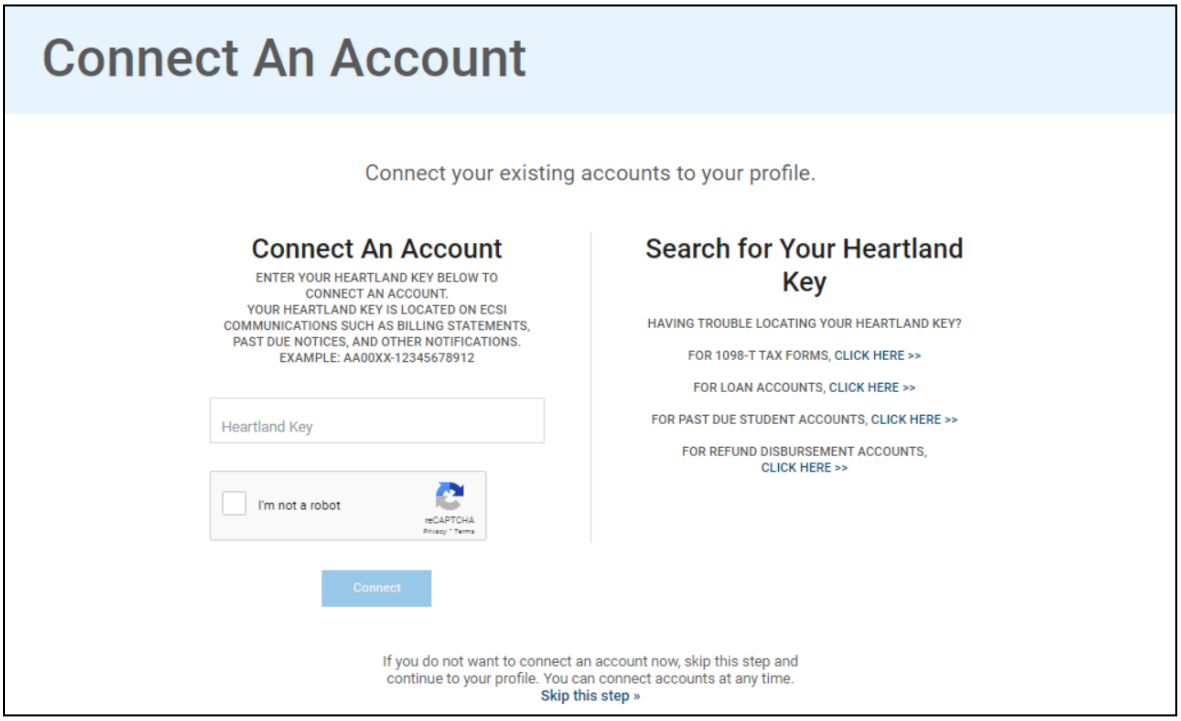
To connect an account to your profile, use the following steps.

Step 1: Click on the Connect An Account tile from the Your School Accounts page.

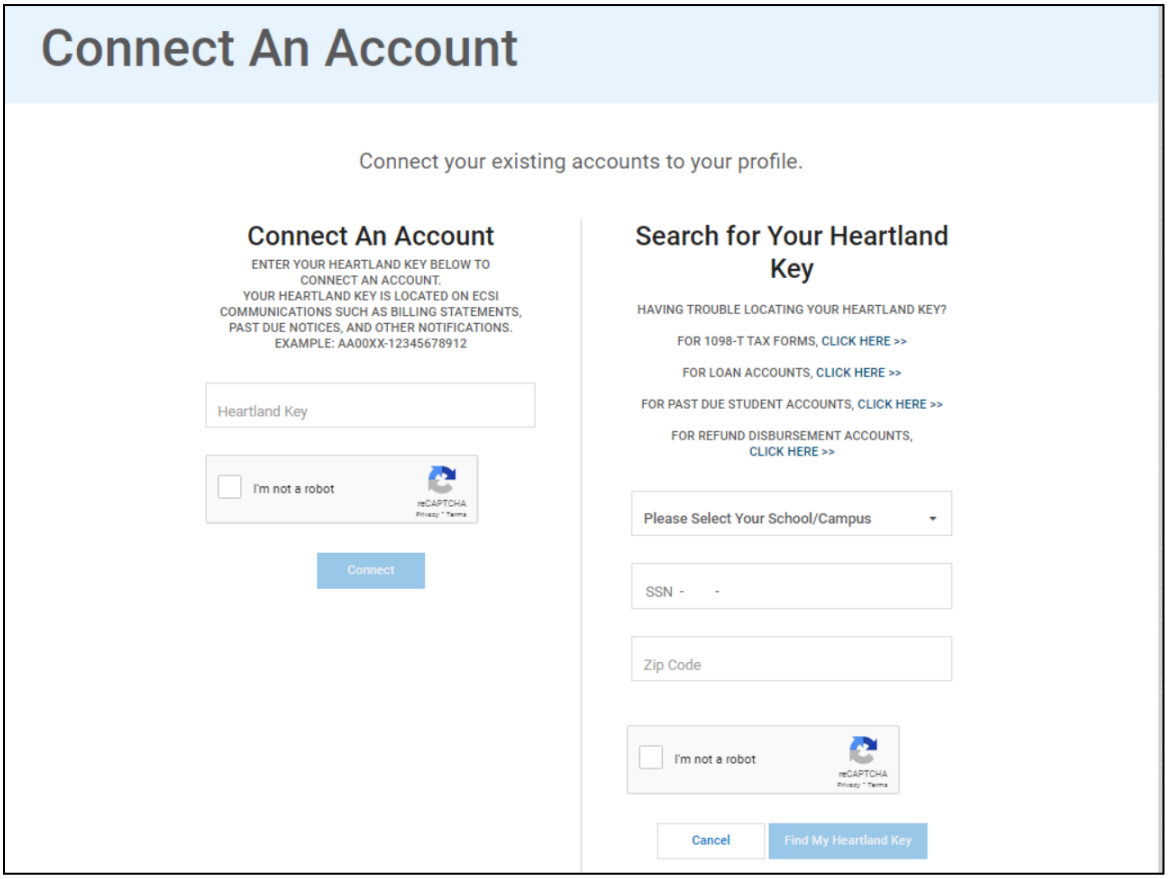


Step 2: If you have your Heartland Key, it will need to be entered on left side of page.

If you do <u>not</u> have your Heartland Key, you will need to search for it by clicking on the Click Here link next to FOR 1098-T TAX FORMS.

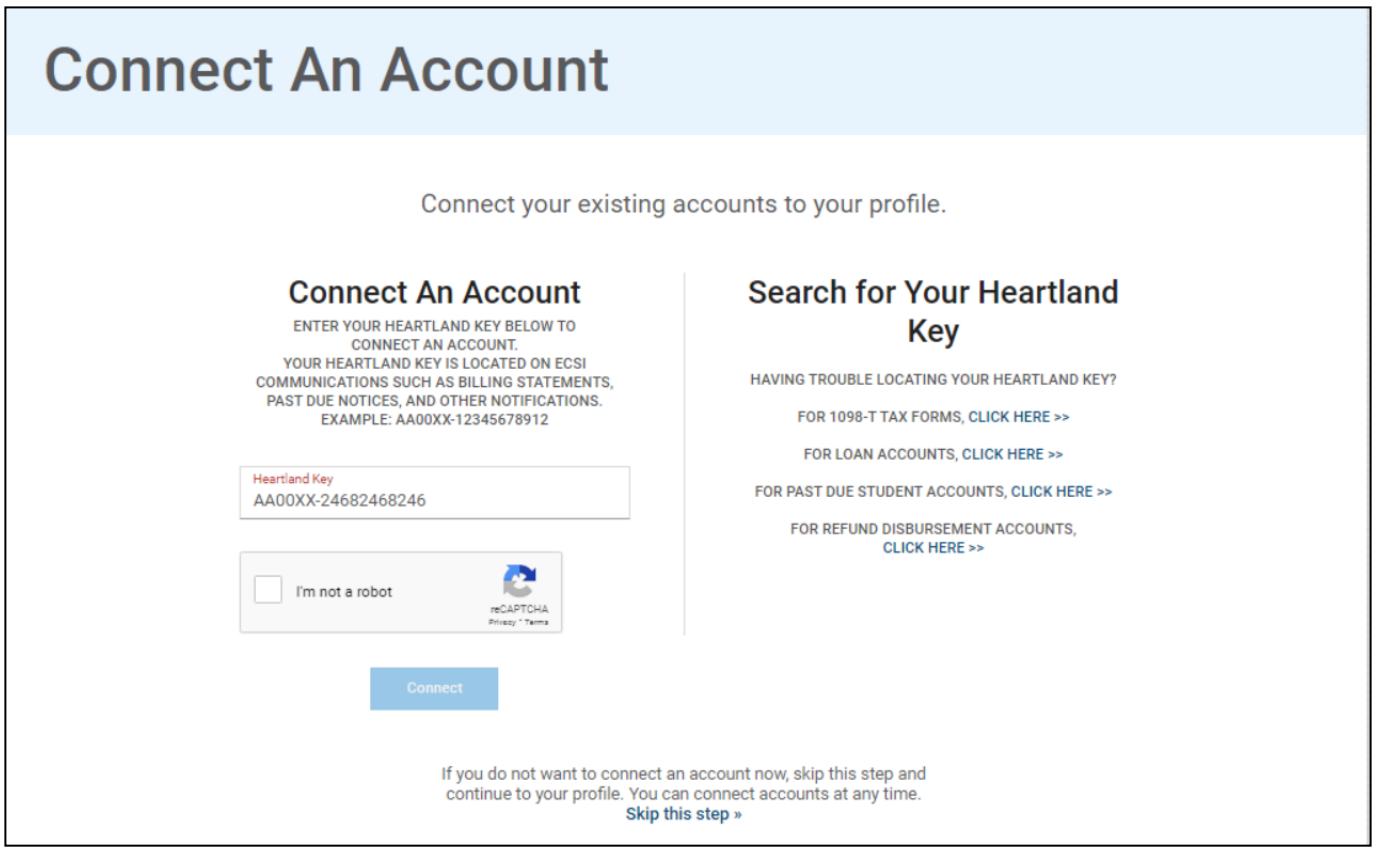


Step 3: Choose Grand Canyon University from the school/campus drop-down, enter your SSN, and zip code. After entering, check the reCAPTCHA checkbox and then click on Find My Heartland Key.

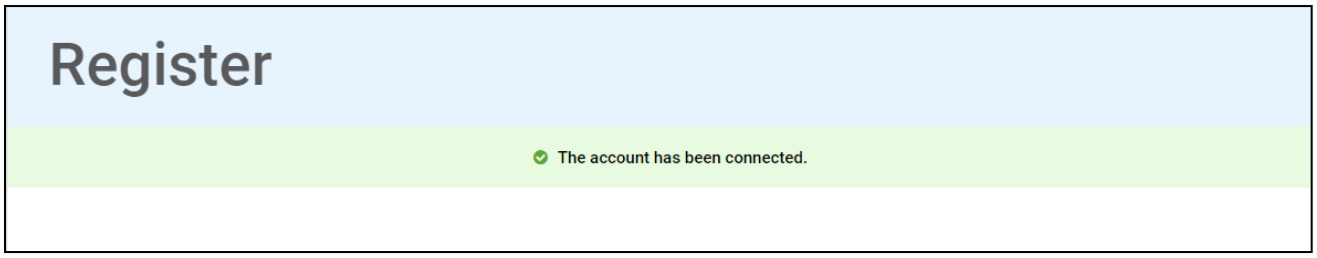


Step 4: If a Heartland Key exists based on the taxpayer information entered, it will populate in the Heartland Key field under the Connect An Account section on the left side of the page. Check the reCAPTCHA checkbox and then click on Connect. Please note you may be prompted to re-enter your SSN.

If the system cannot locate a match, you will need to call the ECSI Contact Center at (866) 428-1098 for assistance.



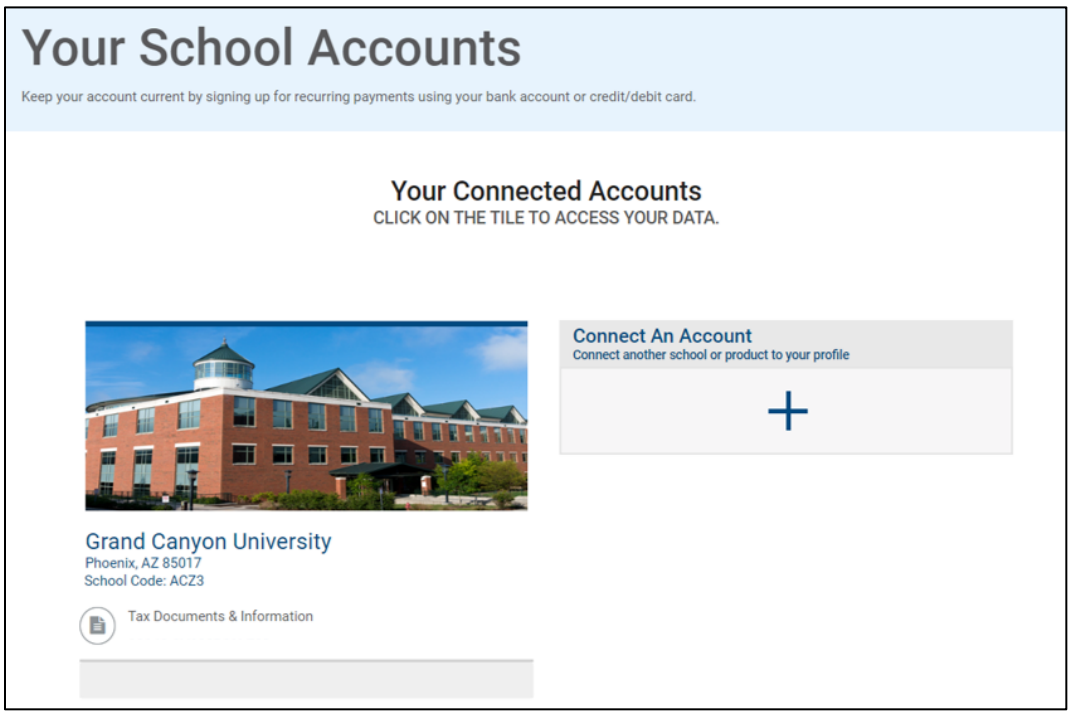
After clicking on the Connect button, you will receive a message that the account has been connected.



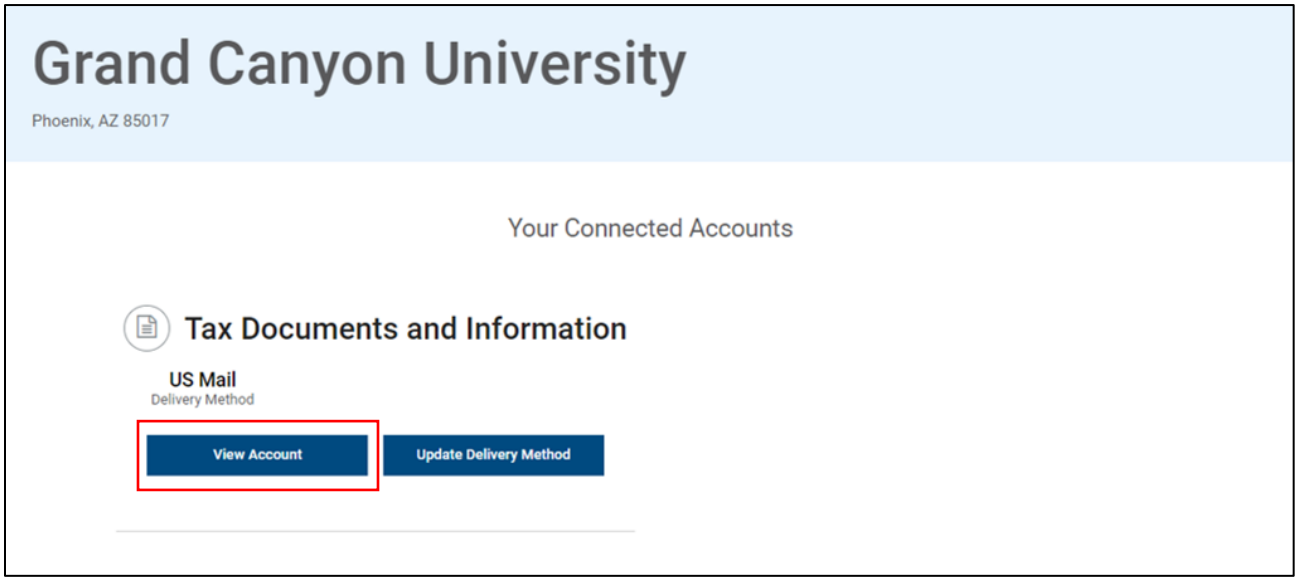
View Your 1098-T Tax Information Online

After you have created a profile, signed in to your profile, and connected your tax form account, you can view your 1098-T tax information.

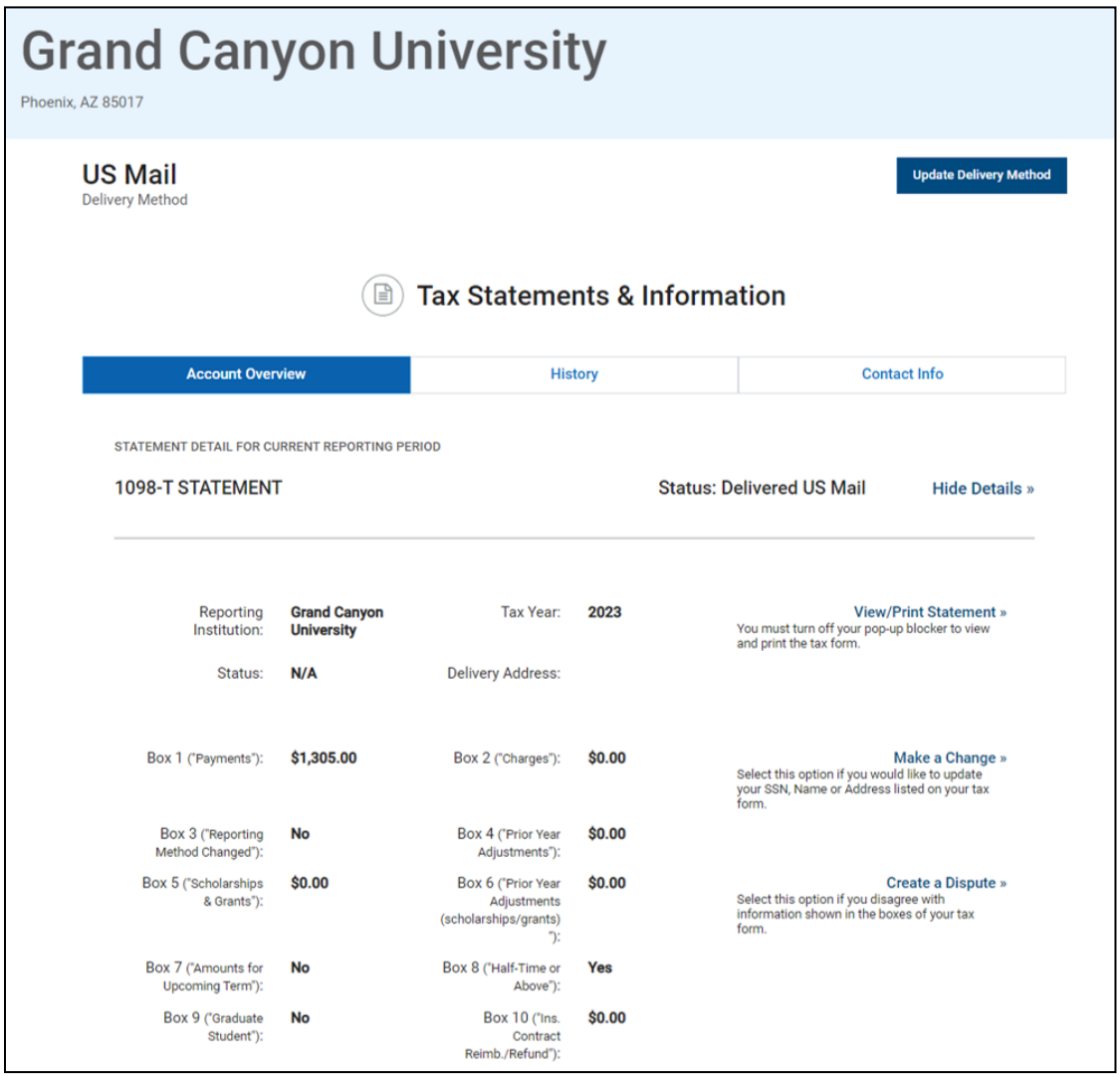
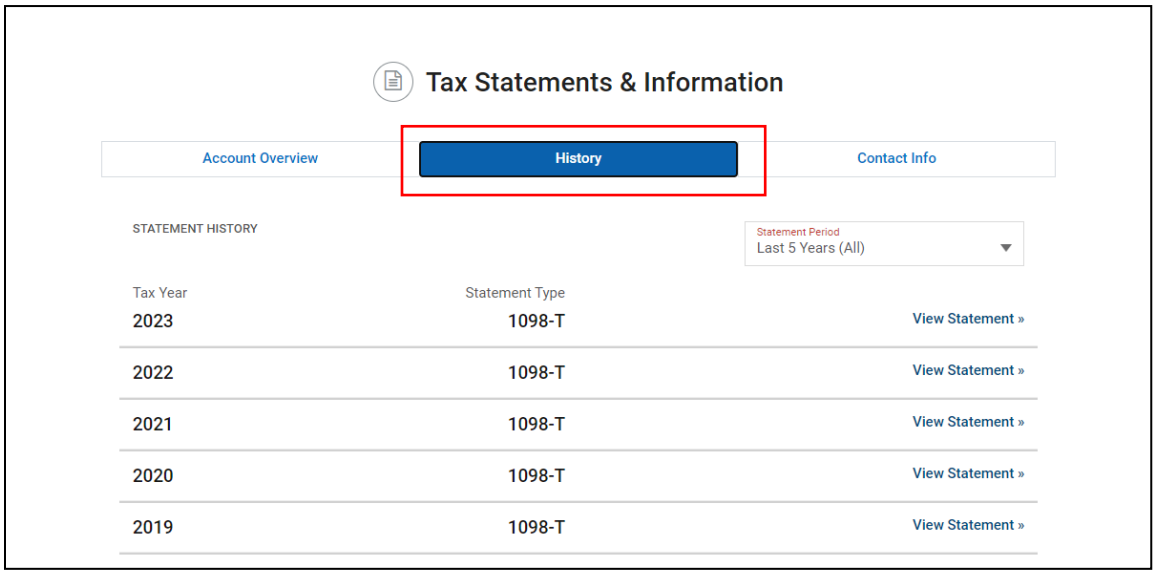
From the Your School Accounts page, click on the tile/card that is displayed for the school.



Then, click on the View Account button.



Your tax form information will be displayed on the page.



To view prior year 1098-T tax forms, click on the History button.