

Description: Nelnet is a third-party tuition management system Brandeis uses to collect tuition and other payments. Students can access Nelnet from their Workday accounts. This job aid describes how to access the Nelnet Student Account Portal and set up an account.

Applies to: Matriculated students

Notes: Technical and how-to questions regarding Nelnet should be directed to Nelnet's customer service department (800-609-8056).

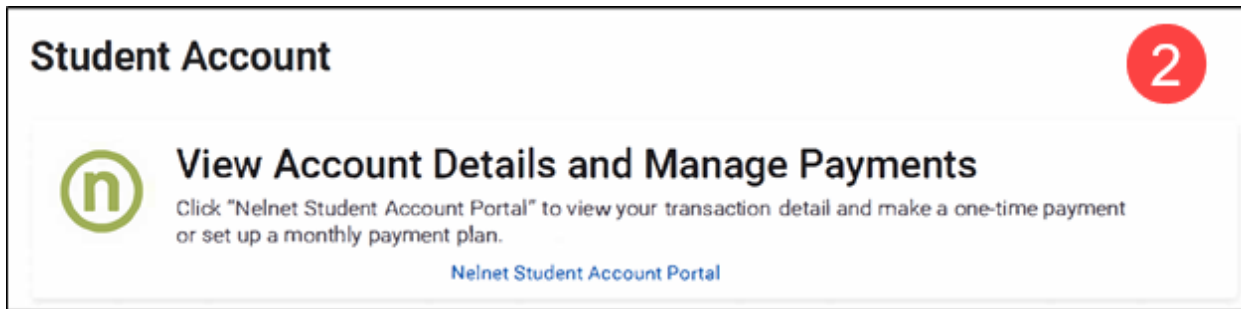
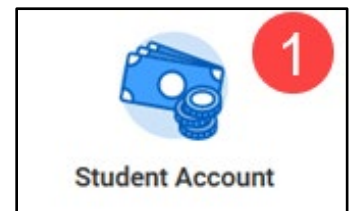
Any questions about Brandeis financials and balances should be directed to Student Financial Services, 781-736-3700 or sfs@brandeis.edu

Students will log into Nelnet through Workday with their Brandeis username and password.

Instructions: Fields not specified in this document are to be skipped or left blank.

ACCESS NELNET STUDENT ACCOUNT PORTAL

1. Log into Workday and select the **Student Account** worklet.
2. Select the **Nelnet Student Account Portal** link in the View Details and Manage Payments section in the upper left side of the screen.



3. The link will open to the Nelnet Create Account Page, where you will be prompted to review and update your contact information. Select the green **Submit** button at the bottom of the screen when your review/update is complete.





Create Account

[Go To Old Create Account Page](#)



Contact Info

Welcome. Please take a few moments to review and complete your contact information.

Name

Prefix	<input type="text" value="-- None --"/>
First Name*	<input type="text" value="Summer"/>
Middle Name	<input type="text"/>
Last Name*	<input type="text" value="Tester"/>
Suffix	<input type="text" value="-- None --"/>

Address

Country*	<input type="text" value="United States"/>
Address Line 1*	<input type="text" value="Street Address, PO Box, Company Name, c/o"/>
Address Line 2	<input type="text" value="Apartment, Suite, Unit, Building, Floor, etc."/>
Add another address line	
City*	<input type="text"/>
State*	<input type="text" value="-- Select --"/>
Zip*	<input type="text"/>
Time Zone*	<input type="text" value="Eastern Time"/>

E-mail

E-mail 1*	<input type="text" value="tester456789@gmail.com"/>
Add another e-mail address	
All correspondence will be sent via e-mail only. Correspondence will be sent to all e-mails provided.	

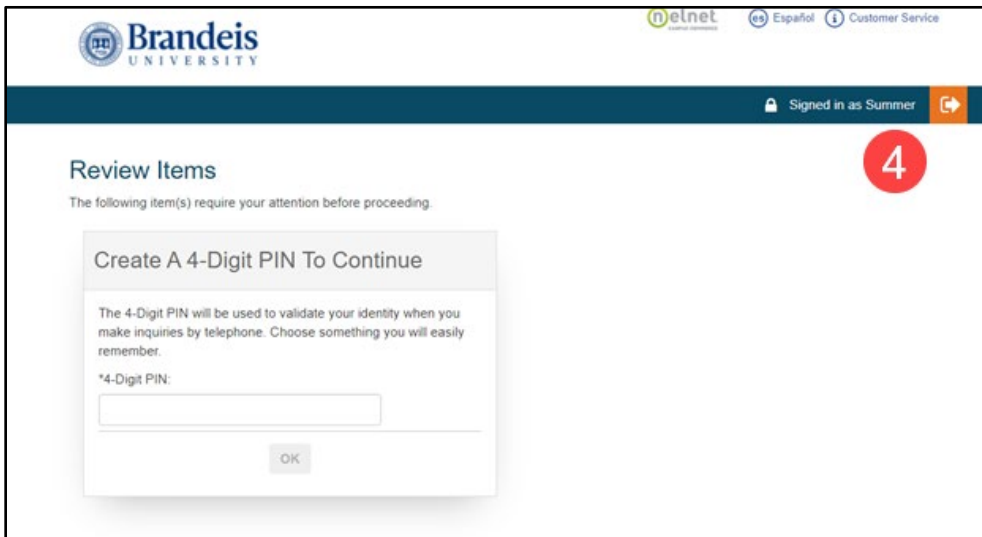
Phone Numbers

At least one phone number is required.

Daytime Phone	<input type="text" value="US"/>	<input type="text"/>	Ext.	<input type="text"/>
Evening Phone	<input type="text" value="US"/>	<input type="text"/>	Ext.	<input type="text"/>
Mobile Phone	<input type="text" value="US"/>	<input type="text"/>		

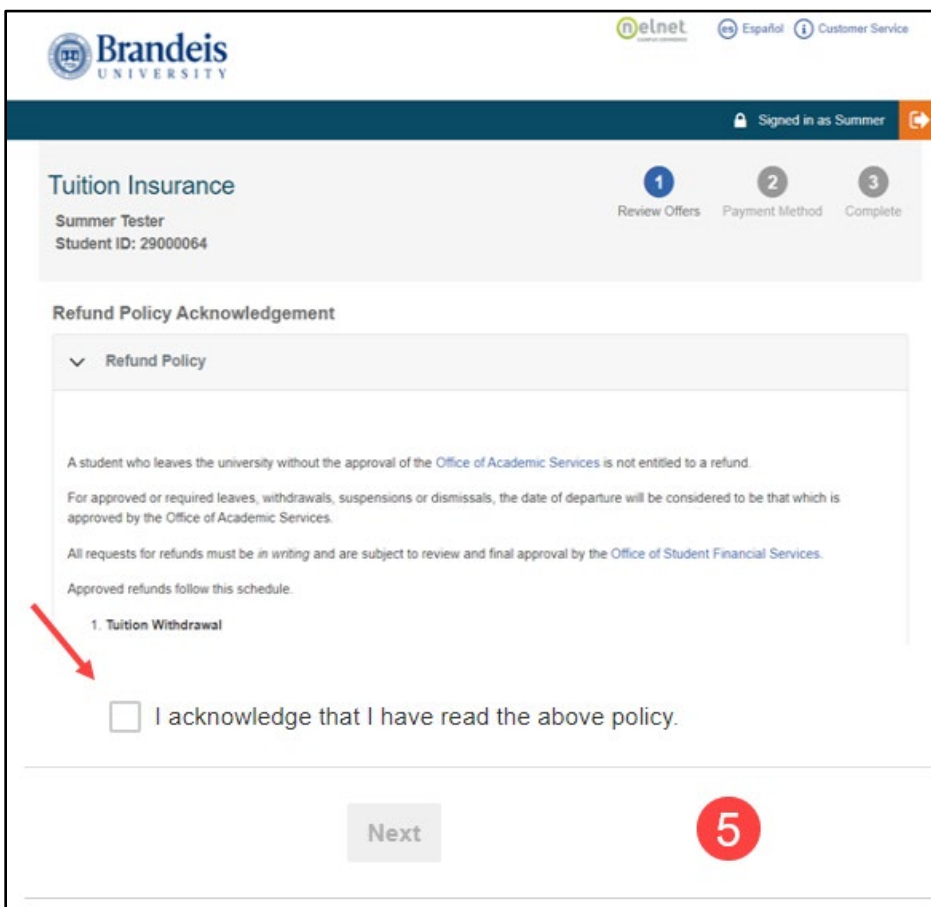
I certify that I am the subscriber to the provided cellular or other wireless number. To stay informed and receive the best service, I authorize Nelnet and its representatives and agents to contact me regarding my account at any current and future numbers that I provide for my cellular telephone or other wireless device using automatic dialing systems, artificial or prerecorded messages, and/or SMS text messages. I understand that standard message and data rates may be charged by my service provider(s). By clicking 'Submit' below, you agree to such contact related to your account.

4. You will be prompted to create a four digit PIN. This is used to confirm your identity if you contact Nelnet by telephone. Enter a PIN you can remember and select OK.



The screenshot shows the Brandeis University Nelnet Student Account Portal. At the top, there is a navigation bar with the Brandeis University logo on the left, the Nelnet logo in the center, and "Español" and "Customer Service" links on the right. Below the navigation bar, a dark blue header contains the text "Signed in as Summer" and a user icon. The main content area is titled "Review Items" and features a red circle with the number "4" in the top right corner. Below the title, a message states: "The following item(s) require your attention before proceeding." A modal box titled "Create A 4-Digit PIN To Continue" is displayed in the center. The modal contains the following text: "The 4-Digit PIN will be used to validate your identity when you make inquiries by telephone. Choose something you will easily remember." Below this text is a label "*4-Digit PIN:" followed by a text input field. At the bottom of the modal is an "OK" button.

5. Nelnet will flash an Update Successful message, after which you will be brought to the **Optional Tuition Insurance Enrollment** page. Whether you accept or decline the insurance, you will still need to Acknowledge the Brandeis Refund policy first. Review the policy and check the box to confirm "I acknowledge that I have read the above policy."



The screenshot shows the Brandeis University Nelnet Student Account Portal. At the top, there is a navigation bar with the Brandeis University logo on the left, the Nelnet logo in the center, and "Español" and "Customer Service" links on the right. Below the navigation bar, a dark blue header contains the text "Signed in as Summer" and a user icon. The main content area is titled "Tuition Insurance" and features three numbered steps: "1 Review Offers", "2 Payment Method", and "3 Complete". Below the title, the user's name "Summer Tester" and "Student ID: 29000064" are displayed. The main content area is titled "Refund Policy Acknowledgement" and features a dropdown menu labeled "Refund Policy". Below the dropdown, the following text is displayed: "A student who leaves the university without the approval of the Office of Academic Services is not entitled to a refund. For approved or required leaves, withdrawals, suspensions or dismissals, the date of departure will be considered to be that which is approved by the Office of Academic Services. All requests for refunds must be in writing and are subject to review and final approval by the Office of Student Financial Services. Approved refunds follow this schedule." Below this text is a list item "1. Tuition Withdrawal". At the bottom of the page, there is a "Next" button and a red circle with the number "5" in the bottom right corner. A red arrow points to the checkbox next to the text "I acknowledge that I have read the above policy."

6. Selecting the acknowledgement box opens the OPTIONAL enrollment page. Select Yes and the Next button to enroll in the GradGuard Tuition Insurance offered by Allianz Global Assistance; or select No and the Decline button to return to the Nelnet Student Account Portal Home Page.

Refund Policy Acknowledgement

Refund Policy 6

Add Tuition Protection

Yes, protect my Summer Session 2021 for \$371.00. ✓ **Highly Recommended**

- **Get reimbursed up to \$35,000.00 for non-refundable tuition and on/off-campus housing expenses** if the student withdraws from school for a reason such as a covered injury or a mental or physical illness
- **Receive protection for other school expenses** including books, supplies, instructional materials, and lab/activity fees
- **Enjoy 24/7 assistance** for emergencies, including to help arrange student and family travel plans, a medical escort or to return the student's vehicle home
- **Ability to change coverage amount to what works best for you (up to \$40,000)** – purchase today and call GradGuard to change the coverage amount, if needed

No, do not protect my tuition payment. I understand I may be responsible for non-refundable expenses should the student withdraw.

COVID-19: Temporarily accommodating certain claims if the student gets sick and withdraws from school

Review Period: If you're not completely satisfied, you may request a refund of the unearned premium as long as you haven't initiated a claim. Premiums are non-refundable after this period.

COVID-19: COVERAGE LIMITATIONS AND SPECIAL ACCOMMODATIONS

Recommended/offered/sold by Allianz Global Assistance. Underwriter: Jefferson Insurance Company or BCS Insurance Company. Plan incl. insurance & assistance services. Terms & exclusions (incl. for pre-existing conditions) apply. [Plan & Pricing details, disclosures](#)

[Decline](#)

7. If you decide to enroll in the GradGuard Tuition Insurance at a later date, there is a link to GradGuard's website in the Other Services section of your Nelnet home page.

Other Services 7

Protecting Your Future: Protect the investment you've made in Higher Education. Find out more about Tuition Insurance at [GradGuard.com/BRANDEIS](https://www.gradguard.com/BRANDEIS) or by calling us at 877-794-6603

[IMPORTANT INFORMATION](#)