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 **Student Account** from the Menu.

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.
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.

5. Nelnet will flash an Update Successful message, after which you will be brought to the Optional Tuition Insurance Enrollment page (only if the semester bill is ready). 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.”
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.

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.