

**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).

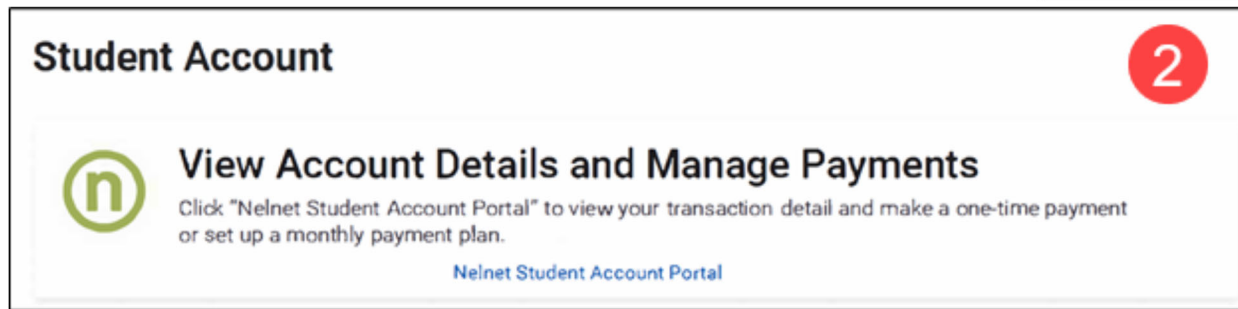
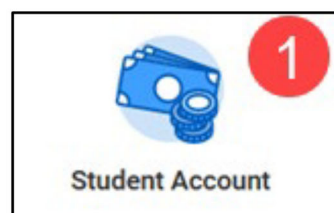
Any questions about Brandeis financials and balances should be directed to Student Financial Services, 781-736-3700 or sfs@brandeis.edu

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.





## Create Account

[Go To Old Create Account Page](#)

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### Contact Info

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

#### Name

Prefix

-- None --

First Name\*

Summer

Middle Name

Last Name\*

Tester

Suffix

-- None --

#### Address

Country\*

United States

Address Line 1\*

Street Address, PO Box, Company Name, c/o

Address Line 2

Apartment, Suite, Unit, Building, Floor, etc.

[Add another address line](#)

City\*

State\*

-- Select --

Zip\*

Time Zone\*

Eastern Time

#### E-mail

E-mail 1\*

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

US

Ext.

Evening Phone

US

Ext.

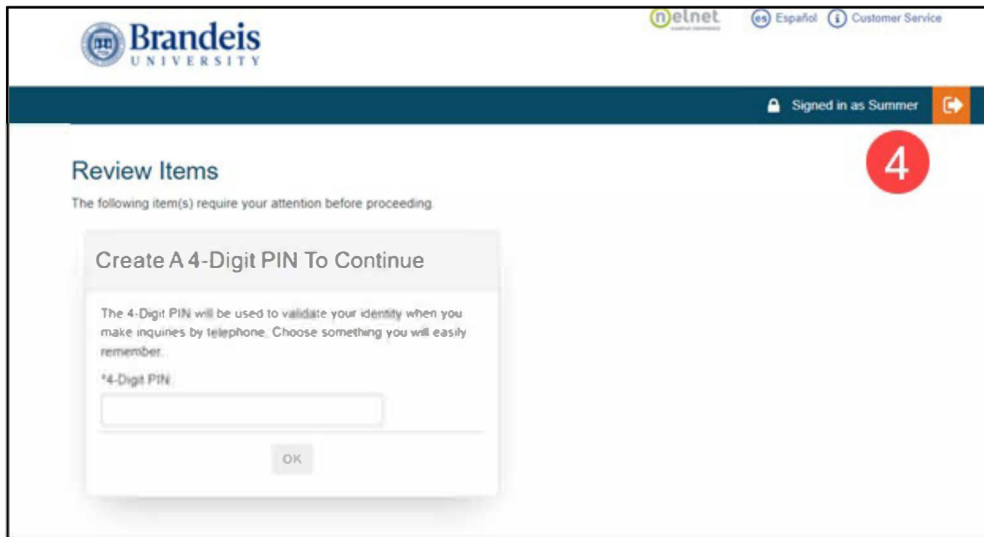
Mobile Phone

US

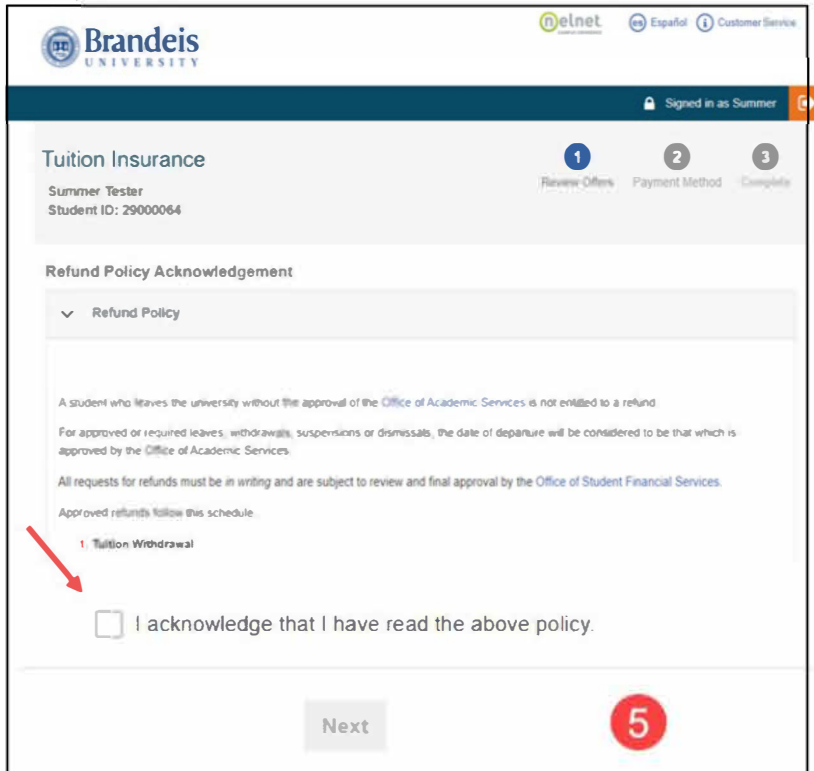
I certify that I am the subscriber to the provided cellular or other wireless number. To stay informed and receive the best service, I authorize Nelnet and its representatives and agents to contact me regarding my account at any current and future numbers that I provide for my cellular telephone or other 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.

Submit

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.

### Refund Policy Acknowledgement

Refund Policy

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#### 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

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

[IMPORTANT INFORMATION](#)