

Description: Nelnet is a third-party tuition management system Brandeis uses to display e-bills, account details, and collect payments. Students can access Nelnet from their Workday accounts.

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 the Nelnet Student Account Portal through Workday with their Brandeis username and password. You will be required to set up an account the first time you log into Nelnet.

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

ACCOUNT PROFILE: MANAGE PAYERS (AUTHORIZED PARTIES)

- An authorized party is a FERPA compliant third party (such as a parent, sponsor or legal guardian) that you as a student at Brandeis have authorized to access your financial information or make payments to Brandeis on your behalf.
- You may add or remove authorized parties through the Nelnet Student Account Portal user account.

NAVIGATION

1. On the blue navigation bar at the top of the screen, click **My Profile**.
2. Click **Add** in the Manage Payers section to add an authorized party or **Edit** to update/change information for an authorized party (AP).

The screenshot displays the 'My Profile' page in the Nelnet Student Account Portal. The top navigation bar includes 'Home', 'My Profile' (highlighted with a red circle '1'), and 'Financial Accounts'. The page is divided into several sections:

- Contact Information:** Includes an 'E-mail Addresses' field with the value 'TestAccount1@factsmgt.com' and an 'Edit' button.
- Authentication:** Includes 'Phone Authentication' with a 4-Digit PIN of '6565' and two security questions: 'What is the first name of your favorite aunt?' (Answer: 'Jan') and 'What is your mother's maiden name?' (Answer: 'Smith').
- Communication Settings:** Includes 'Text Services' (not currently registered) and 'Notifications' (Payment Reminders: E-mail, Other Notifications: E-mail).
- Manage Payers:** Includes an 'Add' button (highlighted with a red circle '2') and a list of authorized parties. One party, 'Bob Collins', is listed with 'Limited Access' and an 'Edit' button. A note below states: 'This authorized party has not signed up online yet.'

ADD AUTHORIZED PARTY

1. Enter the authorized party's **First** and **Last Name** in the name fields.
2. To allow the AP to view transaction details that make up your account balance, check the **Include the details that up my balance** box.
3. The AP will receive an email invitation to create their own online account. For security purposes, they will need to know the correct answer to the security question in **Authorized Party Authentication** fields. Enter the **Authorized Party Authentication Question** and the **Authorized Party Authentication Answer**. You may want to let your AP know about the question and answer in advance in a secure fashion.
4. Enter your AP's email address if you intend to allow them **Web Access**. This allows your AP to create an account and pay online. If you do not include an email address, your AP will only be able to communicate with Nelnet about your account via phone.
5. Review the **Terms and Conditions**.
6. Click the green **Save** button.

Add Authorized Party

Required fields are marked with a *

*First Name *Last Name **1**

Authorized Party Access

Authorized Parties will have access to your Sample Community College account balance and the activity that the Authorized Party has initiated on your behalf, such as payments. They do not have access to your contact information, user credentials, other Authorized Parties or your financial account information.

Include the details that make up my balance **2**

Authorized Party Authentication

Create a question that the authorized party will know the answer to. You may want to inform the authorized party of this question and answer.

*Authorized Party Authentication Question **3**
e.g. What year did we go to Florida?

*Authorized Party Authentication Answer **3**
e.g. 2010

Web Access

Enter an e-mail address to allow this person to create an account and pay online. An e-mail will be sent to this address upon save. If the E-mail Address field is left blank, the authorized party will only be able to discuss your account over the phone.

E-mail Address **4**

Terms and Conditions

In compliance with the Family Educational Rights and Privacy Act of 1974 (as amended), your educational records and your student account information may not be released to a third party (e.g. your spouse, parents, sponsor, etc.) without your explicit permission. By creating an Authorized Party you are giving explicit consent for that individual to view and discuss your account information, make payments on your behalf, and for us to provide information to that individual about the balance of your account. This authorization will remain in effect until you remove the individual as an Authorized Party on your account.

By adding this Authorized Party you, Test Student, agree to the terms and conditions. **5**

[Cancel](#) **6**

SAMPLE INVITATION FOR ONLINE ACCESS

Your AP should look for this sample invite in their email:

Nelnet Community College
Authorized Party Invite

Andrea Smith
Customer #: 5001178143

Maya Mercer:

For your convenience, Andrea Smith has added you as an Authorized Party at Nelnet Community College. As an Authorized Party you can view information and make payments toward the balance owed to Nelnet Community College.

To accept this invitation, go to Nelnet Campus Commerce to set up your Authorized Party account.

[Go to Nelnet](#)

Thank you,
Nelnet Campus Commerce

Please do not reply to this automated message. The mailbox is not monitored.

RESEND AN INVITATION

1. On the blue navigation bar at the top of the screen, click **My Profile**.
2. Click **Edit** for the appropriate Authorized Party.

Manage Payers Add

Test AP	Limited Access	Edit 2
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This authorized party has not signed up online yet.

3. Scroll to the bottom of the page and confirm the email is correct for Web Access. (You may also edit any other fields during this step, if needed.)
4. Click **Save and Send**.

Web Access

Enter an e-mail address to allow this person to create an account and pay online. An e-mail will be sent to this address upon save. If the E-mail Address field is left blank, the authorized party will only be able to discuss your account over the phone.

E-mail Address

test@myacct.com

3

Last e-mail sent to: test@myacct.com 15 Jul 20XX 7:51 AM

Terms and Conditions

In compliance with the Family Educational Rights and Privacy Act of 1974 (as amended), your educational records and your student account information may not be released to a third party (e.g. your spouse, parents, sponsor, etc.) without your explicit permission. By creating an Authorized Party you are giving explicit consent for that individual to view and discuss your account information, make payments on your behalf, and for us to provide information to that individual about the balance of your account. This authorization will remain in effect until you remove the individual as an Authorized Party on your account.

By adding this Authorized Party you, Test Student, agree to the terms and conditions.

Cancel

Save and Send

4

DEACTIVATE AUTHORIZED PARTY

1. Click the **Edit** button and choose **Deactivate**, then click **Save**.

[← Back to My Profile](#)

Edit Authorized Party

Required fields are marked with a *

*First Name

Test

*Last Name

Party

Authorized Party Access

 Limited - The authorized party can view your balances only.

 Deactivate - By deactivating this authorized party you are removing their right to access your account balance.

Terms and Conditions

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By adding this Authorized Party you, Test Student, agree to the terms and conditions.

Cancel

Save

2. The deactivated AP will continue to show in your profile, but with an inactive status. You can reactivate them at any time.

If your AP is the payment plan owner, you cannot deactivate them until the plan is canceled, has been completed for at least 10 days, or ownership of the plan is successfully transferred to a new plan owner.