

**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](mailto: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).

**My Profile**

**Contact Information** [Edit](#)

**Address**

**E-mail Addresses**  
TestAccount1@.com

**Phone Numbers**  
Daytime: (781)736-3700

**Authentication** [Edit](#)

**Phone Authentication**  
4-Digit PIN: 1111

**Communication Settings** [Edit](#)

**Text Services**  
You are not currently registered for Text Services.

**Payment Reminders:** We will send you payment reminders before your next payment is due.

**Notifications**  
Payment Reminders: E-mail  
Other Notifications: E-mail

**Manage Payers** [Add](#)

An authorized party is someone you authorize to discuss your account and make changes on your behalf.

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## 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

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#### 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

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#### 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

e.g. What year did we go to Florida?

\*Authorized Party Authentication Answer

e.g. 2010

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#### 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.

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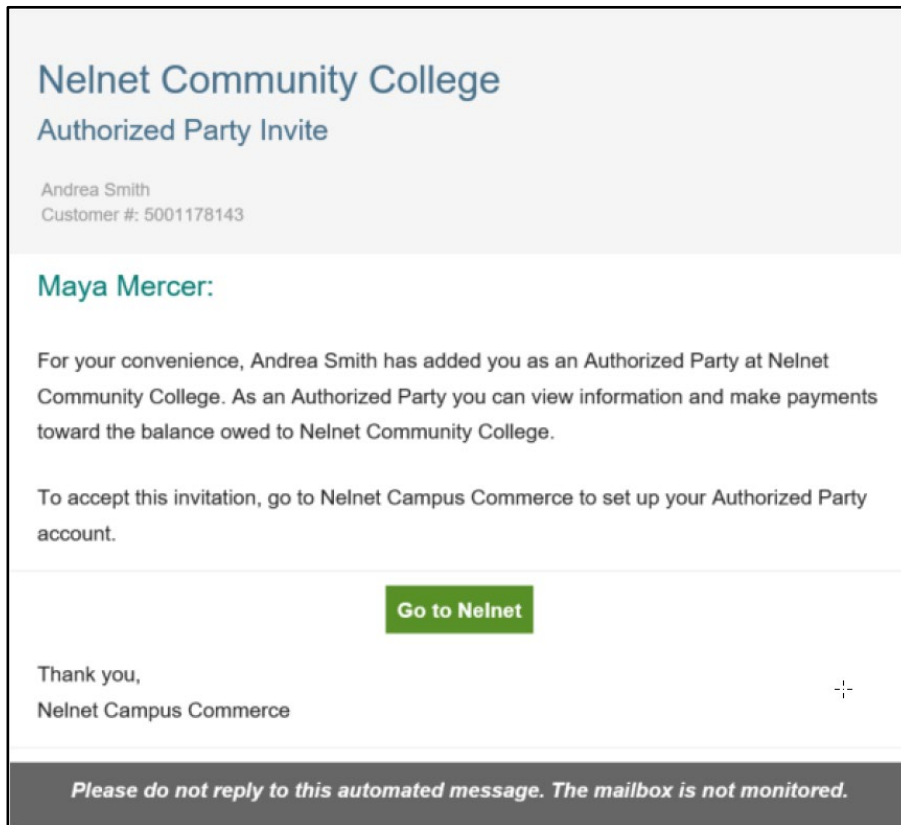
Cancel

Save

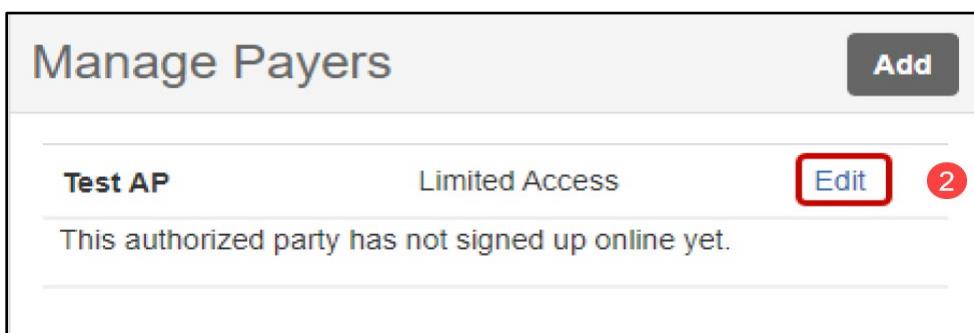
6

**SAMPLE INVITATION FOR ONLINE ACCESS**

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

**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.



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

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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**

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

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.*