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 make online payments for past due amounts, current charges, and scheduled payments in Nelnet.

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. 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.

ACCESS PAYMENT SCREEN

1. Log into the portal with your username and password (students should log in through Workday; Authorized Payers (APs) should log in through the AP site). Click the Make A Payment button from the home page.

SELECT A PAYMENT

1. Select what you would like to pay, current charges or payment plan. The payment plan option will only be available if the payer has an active payment plan.

2. Type in the amount you are paying in the Payment Amount column for the appropriate payment(s).

3. If paying on a payment plan, options to pay next scheduled, full plan balance, or other amount are displayed.
4. Click Next – Payment Methods.

5. If payments are currently being processed, a message link will display at the top of the screen, which will provide information about those payments. The link should be an alert to avoid posting duplicate payments or to see why a payment is not showing up in the payment schedule.
SELECT PAYMENT METHOD

1. If you are logged into the portal, chose from a stored account or enter a new account (new accounts can be entered for a one-time use or saved to the student record).

2. The **Total Amount** is the amount being paid that day.

3. Click **Pay ($Amount) Now**. This includes acceptance of the terms listed. Once that button has been clicked, the payment has been submitted and cannot be changed or stopped.

4. The student will receive a payment confirmation at the email address listed in the portal. Students can elect to have the same notice sent to two additional email addresses.

5. You can print the confirmation page for your records by selecting **Print** in the top right-hand corner. The confirmation can also be viewed in the student’s **Notification Center** if you do not print it.

6. Click **Proceed to Home** to leave the payment screen.
Thank You

Your payment for $505.81 has been authorized and submitted. A transaction receipt was sent to minor@brandeis.edu

Summary

<table>
<thead>
<tr>
<th>Institution</th>
<th>Nelnet Community College</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer</td>
<td>Maria Minorer</td>
</tr>
<tr>
<td>Student ID</td>
<td>1327</td>
</tr>
<tr>
<td>Payment Date</td>
<td>06 Nov</td>
</tr>
<tr>
<td>Account Holder Name</td>
<td>Maria Minorer</td>
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<tr>
<td>Account</td>
<td>VISA - 1111</td>
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<td>Institution Payment Amount</td>
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<tr>
<td>Service Fee</td>
<td>$15.77</td>
</tr>
<tr>
<td>Total Payment</td>
<td>$505.81</td>
</tr>
</tbody>
</table>

This is an immediate one-time payment and cannot be canceled. If you have any questions, contact Nelnet at (800) 687-4335.

Authorization

This payment will affect the payment schedule only if it is successful. If this payment returns before the next scheduled payment date, we will attempt the scheduled payment on the scheduled date. If the payment returns after the next scheduled payment date, we will attempt the scheduled payment IMMEDIATELY upon receiving the return.

By clicking the Pay Now button, you authorize Nelnet to process this payment from the financial account identified above.

This is an immediate payment and cannot be canceled.