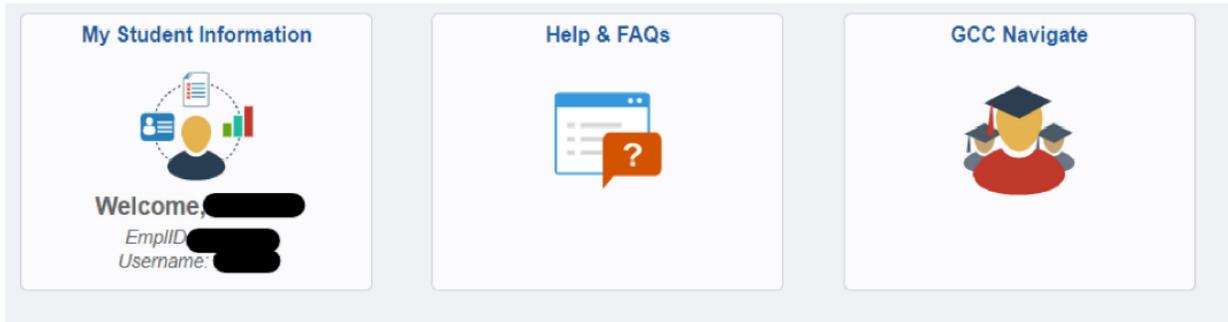
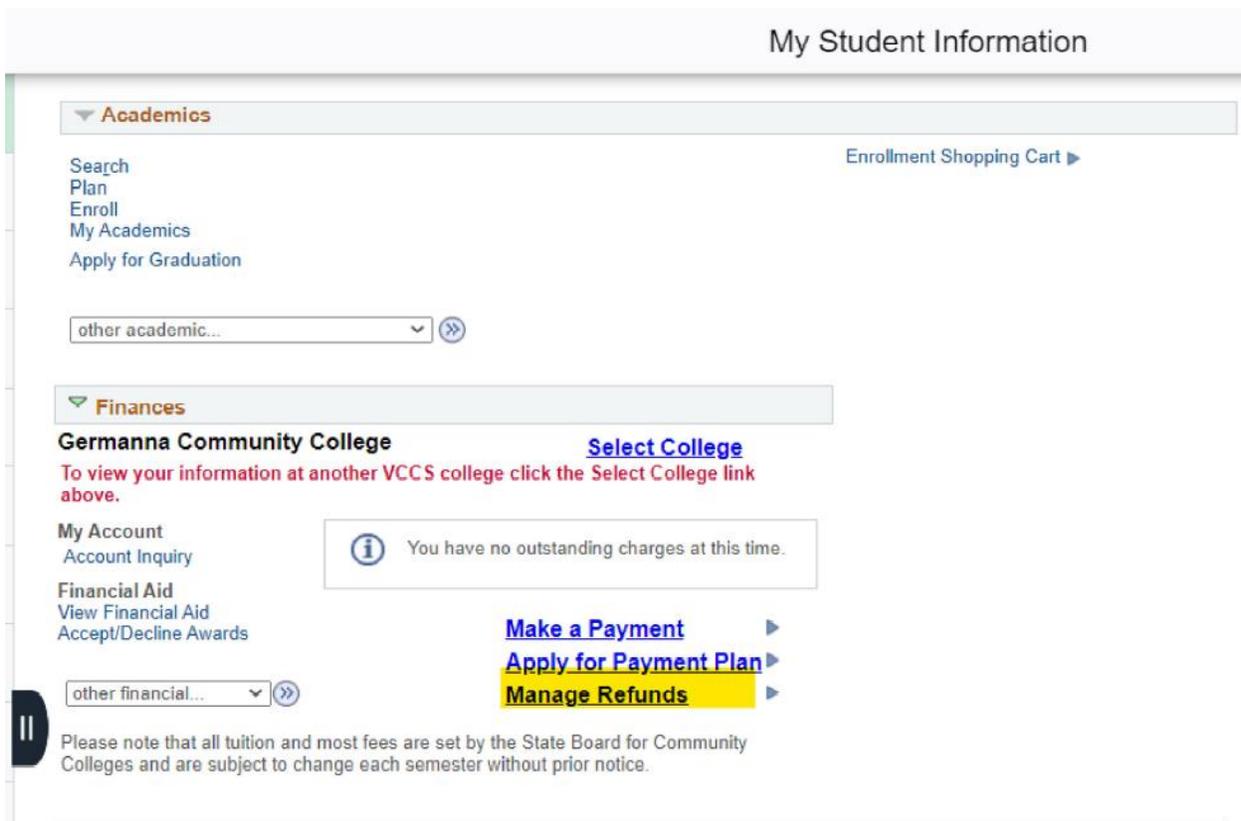


Nelnet Refunds

1. Click on the My Student Information Tile



2. Click on Manage Refunds



3. First time students may have to create their profile first.

Create Account

Contact Info

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

Name

Prefix	<input type="text" value="--None--"/>	▼
First Name*	<input type="text"/>	0
Middle Name	<input type="text"/>	
Last Name*	<input type="text"/>	
Suffix	<input type="text" value="--None--"/>	▼

Address

Country*	<input type="text" value="United States"/>	▼
Address Line 1*	<input type="text" value="Street Address, PO Box, Company Name, D"/>	
Address Line 2	<input type="text" value="Apartment, Suite, Unit, Building, Floor, etc."/>	
Add another address line		
City*	<input type="text"/>	
State*	<input type="text" value="--Select--"/>	▼
Zip*	<input type="text"/>	
Time Zone*	<input type="text" value="Eastern Time"/>	▼

E-mail

E-mail 1*	<input type="text"/>
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	<input type="text" value="US"/>	▼	<input type="text"/>	Ext.	<input type="text"/>
Evening Phone	<input type="text" value="US"/>	▼	<input type="text"/>	Ext.	<input type="text"/>
Mobile Phone	<input type="text" value="US"/>	▼	<input type="text"/>		

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 Netnet 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. Once on the dashboard, Click on Manage Refunds

Home My Profile Financial Accounts ? [bell icon] [lock icon] Signed in as [redacted] [share icon]

Hello Rachel

Payment Activity [View Details](#)

Current Balance
\$0.00 [Transaction Details](#)

Refunds

[Manage Refunds](#)

[profile icon] [redacted]

[mail icon] [redacted]

[phone icon] Register to receive text services on your mobile phone.

[group icon] Want to allow a friend or family member to pay toward your balance?
[Add an Authorized Party.](#)

5. Enter Secondary Email (Optional) and click Save

Home

Profile Information

Welcome [redacted]

Student Information

First Name	[redacted]
Last Name	[redacted]
ID	[redacted]
Email Address	[redacted]

Mailing Address

The college has chosen to provide the address. If this address is incorrect, please update your mailing address in SIS.

Secondary Email

Email Address

[Save](#) [Back to Profile](#)

6. Manage mobile alerts and click Save

 Customer Service

Home Return

Manage Mobile Alerts

Mobile Enrollment

Confirm Your Identity By Text [?](#)

Receive Refund Notification By Text [?](#)

10 Digit US Phone Number*

I certify that I am the subscriber to the provided US cellular or other US wireless number. To stay informed and receive the best service, I authorize Nelnet Campus Commerce 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 pre-recorded messages, and/or SMS text messages. I understand that standard message and data rates may be charged by my service provider(s).

[To opt out of text services and receive email notifications only, please select Save only to proceed.](#)

7. Enter Authentication Code and Submit

Home Return

Authentication

Confirming your identity enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

Please enter code sent to XXXXXXXXXX

Authorization Code

8. Enter Financial Info and Click Save

Home Return

Enroll in Refunds

[LIVE HELP](#)

Step 2 of 2: Select your refund method

Refunds will be disbursed via the selected method at the time the request is received and processed. If a refund method is not selected, refunds will be delivered to you via first class mail in the form of a paper check, to the address on record with your institution.

Bank Account (Direct Deposit) Funds should be received **1-2 Business Days** from processed date

Account Holder Name*

Bank Name*

Account Type * Checking Savings

Routing Number* [?](#)

Account Number* [?](#)

Account Number Confirm*

By clicking Save, I authorize Nelnet Campus Commerce to disburse my student account refund via the method I have selected. I acknowledge that I am responsible for repayment if I receive money that I am not entitled to.

9. Profile will now show enrolled at the top and history updated with the change

Refund Method

✔ Refund Method Selected Bank Account: XXX1234 [Edit Refund Method](#) [Remove Refund Method](#) [Edit Profile](#) 

Change History Notification History

Changed Date	Change Made	Changed By
8/26/2021 4:03:26 PM (CST)	Profile Update	5926815
8/26/2021 4:01:05 PM (CST)	Profile Update	5926815
8/26/2021 3:59:22 PM (CST)	Profile Update	5926815