

Student Nelnet Refund - Login and ACH Setup Instructions

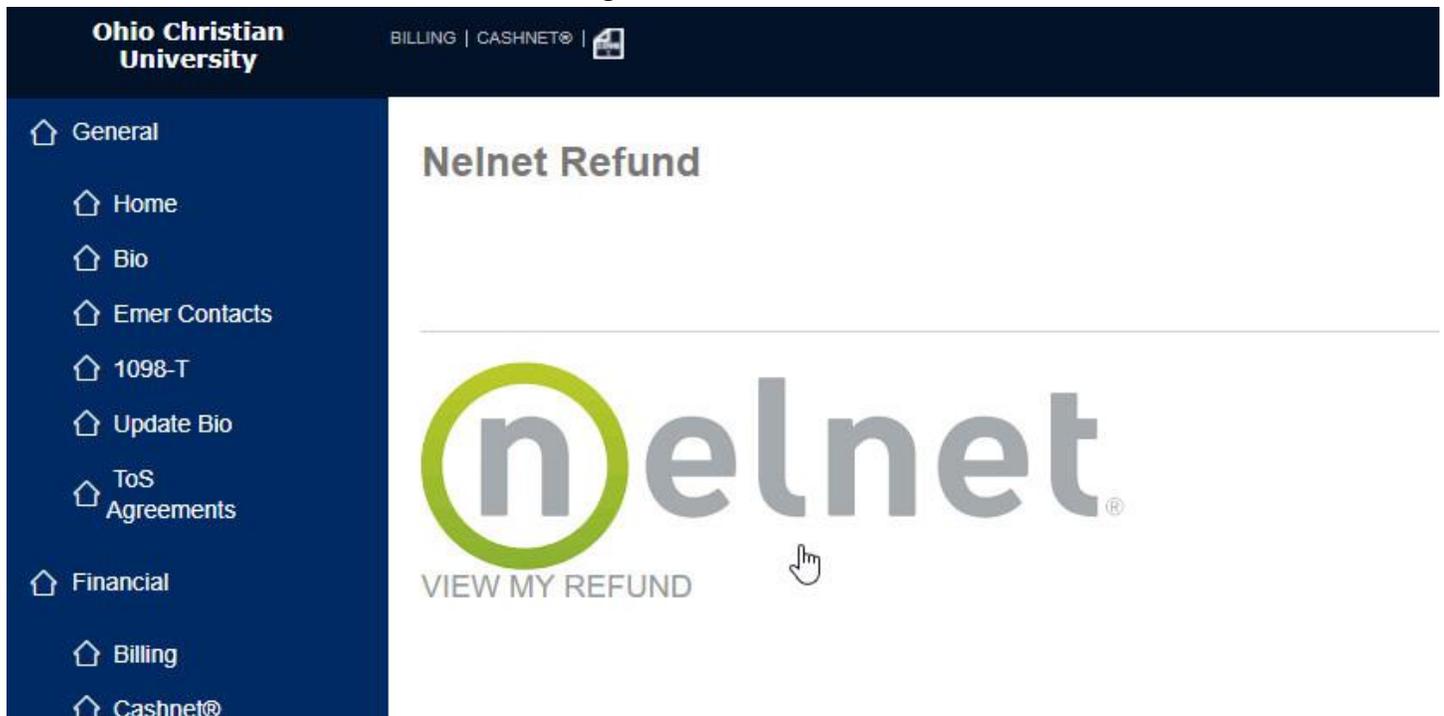
These step by step instructions guide you through the process of logging into Nelnet and setting up your ACH information so refunds can be direct deposited into your bank account.

To log into Nelnet, follow these steps:

Once logged into Sonis, click on **Nelnet Refund** in the left-hand menu (you may need to expand the Financial menu).



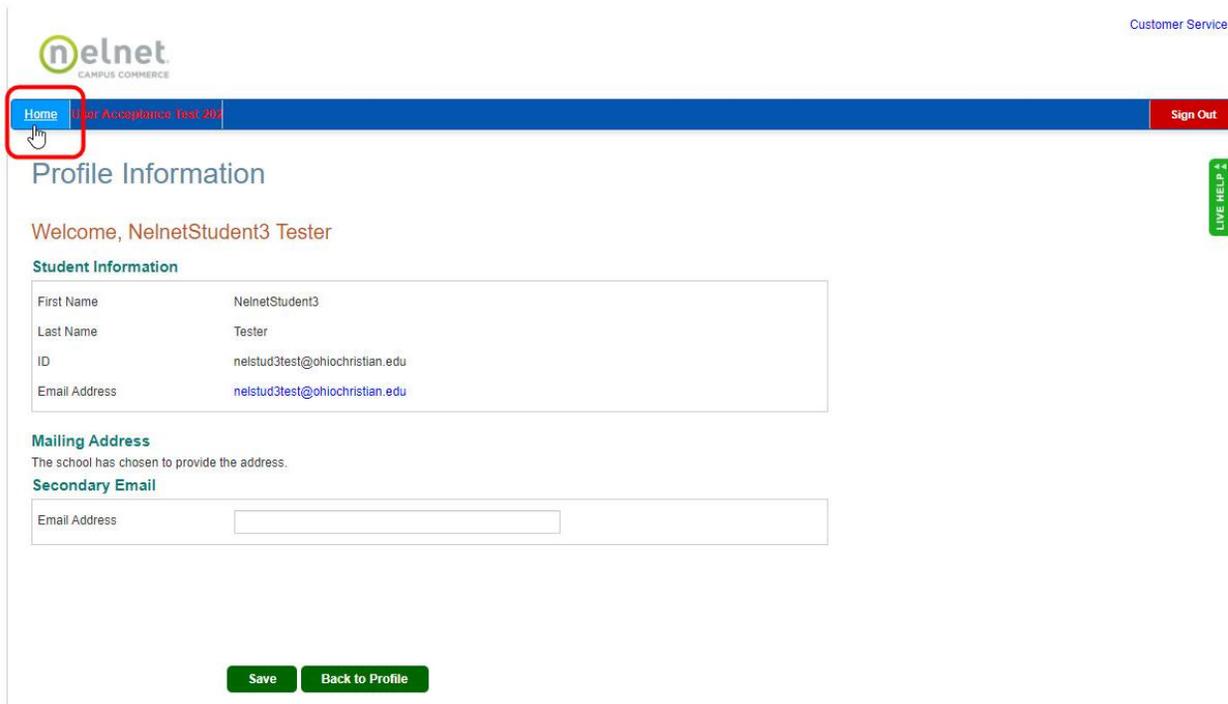
Then, click on the Nelnet VIEW MY REFUND logo.



Entering and Editing ACH Information:

A new browser window will open and you will see one of two pages depending upon your account situation.

1) Some of you already had accounts in the previous system and those were imported into the new system. If that were the case, you will see your profile page at this point. Click on the Home button in the upper left-hand corner to get to your Home page. You can now skip to the “Navigating the Nelnet Site” section.

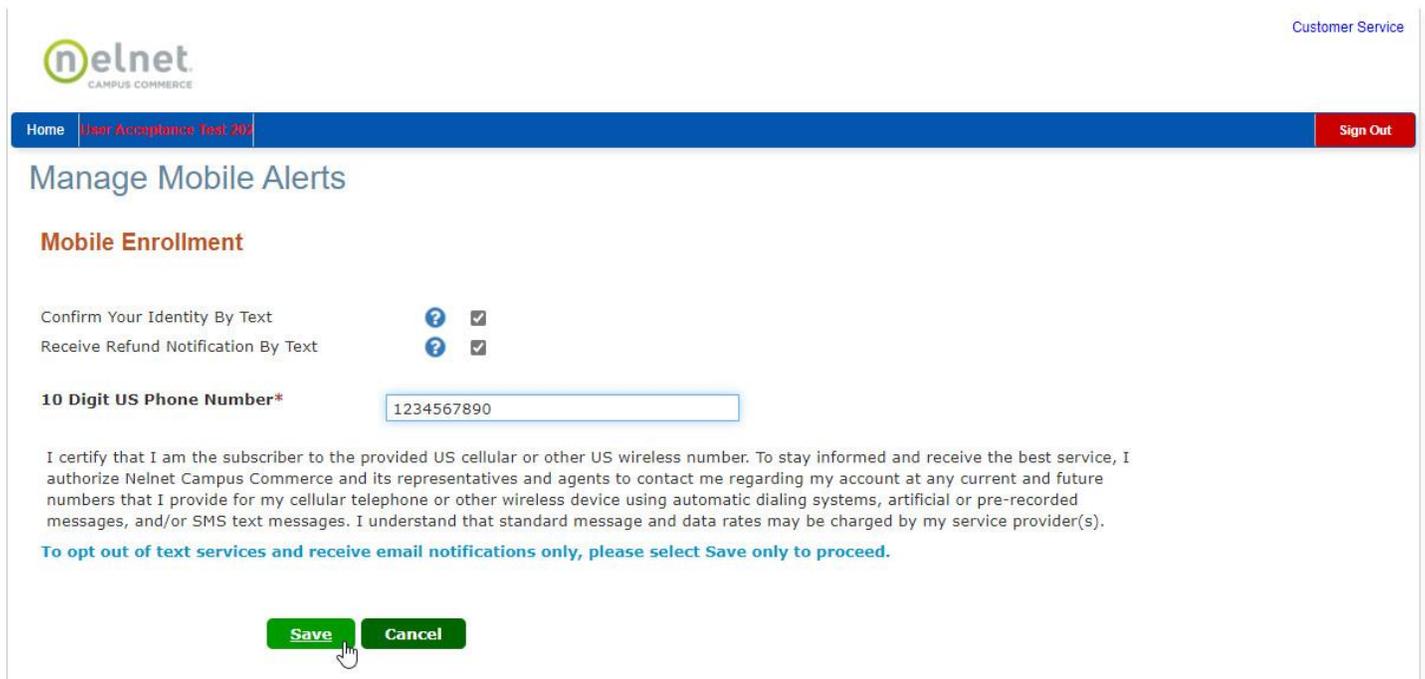


The screenshot shows the Nelnet Campus Commerce profile page. At the top left is the Nelnet logo. A blue navigation bar contains a "Home" button (highlighted with a red box and a mouse cursor), "User Acceptance Test 202", and a "Sign Out" button. The page title is "Profile Information". Below the title, it says "Welcome, NelnetStudent3 Tester". There is a "LIVE HELP" button on the right. The "Student Information" section contains a table with the following data:

First Name	NelnetStudent3
Last Name	Tester
ID	nelstud3test@ohiochristian.edu
Email Address	nelstud3test@ohiochristian.edu

Below this is the "Mailing Address" section with the text "The school has chosen to provide the address." and the "Secondary Email" section with an empty "Email Address" input field. At the bottom are "Save" and "Back to Profile" buttons.

2) If you were not one of those who had your account information imported, you'll be launched into a wizard that will walk you through the process. First of all, you'll be prompted to manage whether or not you'd like to receive notifications via mobile. If you'd like to receive these notifications, select the checkboxes and enter your mobile number. Click Save when finished.



The screenshot shows the "Manage Mobile Alerts" page. At the top right is "Customer Service". The navigation bar includes "Home", "User Acceptance Test 202", and "Sign Out". The page title is "Manage Mobile Alerts". The "Mobile Enrollment" section has two rows of options:

Confirm Your Identity By Text	<input checked="" type="checkbox"/>
Receive Refund Notification By Text	<input checked="" type="checkbox"/>

Below this is the "10 Digit US Phone Number*" field with the value "1234567890". A paragraph of text follows: "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)."

Below the text is the instruction: "To opt out of text services and receive email notifications only, please select Save only to proceed." At the bottom are "Save" and "Cancel" buttons, with a mouse cursor pointing to the "Save" button.

If you prefer not to be notified, click the Save button without selecting the checkboxes or entering your mobile number. You will receive a prompt asking for confirmation of your choice to skip this enrollment.

Confirm Mobile Enrollment Changes

Consider entering your phone number and confirm your identity to receive your authentication code by text message to protect your refund.

Are you sure you want to save without checking "Confirm Your Identity By Text"?

No Yes

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.

Save Cancel

Once you complete the mobile enrollment step, Nelnet will send you an email with a confirmation code that must be entered to confirm your identity. Check your email to get the code and enter it here.

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 nelstud3test@ohiochristian.edu.

Authorization Code

500352

Submit Cancel

This is a screenshot of the contents of the email containing the authorization code:

OHIO CHRISTIAN UNIVERSITY Outlook Search

New message Delete Archive Junk Sweep Move to Categorize Snooze Undo

Inbox Filter

Refunds Authentication Code

noreply-refunds@nelnet.net
Wed 2/24/2021 2:19 PM
To: NelnetStudent3 Tester

Dear NelnetStudent3 Tester,

You have requested to enroll in a refund method or edit your existing method. In order to proceed, please enter this code on the Authentication page of Refunds:
500352

If you did not request to edit your refund method, please contact Financial Aid Department at (740) 420-5944.

Reply Forward

After you submit the authorization code confirming your identity, you are taken to the page where you enter the banking information of the account where you'd like your refunds direct deposited. Click the radio button next to the Bank Account (Direct Deposit) to reveal the ACH information fields that need to be filled in. Click the Save button when you are finished.

nelnet CAMPUS COMMERCE Customer Service

Home [User Acceptance Test 201](#) Sign Out

Enroll in Refunds

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.

Navigating the Nelnet Site

Once you save, you are taken to your home page.

nelnet CAMPUS COMMERCE Customer Service

Home [User Acceptance Test 201](#) Sign Out

Welcome, NelnetStudent3 Tester

ID: nelstud3test@ohiochristian.edu

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
2/24/2021 1:23:27 PM (CST)	Profile Update	nelstud3test@ohiochristian.edu
2/24/2021 1:19:01 PM (CST)	Profile Update	nelstud3test@ohiochristian.edu

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There are two tabs on the Home page: Change History and Notification History.

If you click on the date to the left of one of the events in the “Change History” tab, you can see the details of that event (seen in the screenshot below). Click the Close button to close out of this detail window.

The screenshot shows the 'Change History' tab with a table of changes and a detailed view of a specific change.

Timestamp	Property	Old Value	New Value	Changed by
2/24/2021 1:23:27 PM (CST)	PaymentType		ACH	nelstud3test@ohiochristian.edu
2/24/2021 1:23:27 PM (CST)	BankName		Good Bank	nelstud3test@ohiochristian.edu
2/24/2021 1:23:27 PM (CST)	AccountNumber		XXX1234	nelstud3test@ohiochristian.edu
2/24/2021 1:23:27 PM (CST)	PaymentType	Check	ACH	nelstud3test@ohiochristian.edu
2/24/2021 1:23:27 PM (CST)	AccountName		Stephen Student	nelstud3test@ohiochristian.edu
2/24/2021 1:23:27 PM (CST)	RouteNumber		10400058	nelstud3test@ohiochristian.edu

Changed Date	Change Made	Changed By
2/24/2021 1:23:27 PM (CST)	Profile Update	nelstud3test@ohiochristian.edu
2/24/2021 1:19:01 PM (CST)	Profile Update	nelstud3test@ohiochristian.edu

Click on the Notification History tab to see a history of notifications.

The screenshot shows the 'Notification History' tab with a table of notifications.

Date Sent	Type	Sender	Recipient	Subject
2/24/2021 1:19:02 PM (CST)	Email	noreply-refunds@nelnet.net	nelstud3test@ohiochristian.edu	Refunds Authentication Code

Click on the date to see the details of the notification. In this case, it’s the email that was sent out with the authorization code. Click the Close button when finished viewing the details.

The screenshot shows the notification details window with the following information:

Notification [Close]

Email sent on 2/24/2021 1:19:02 PM (CST)

Sender: noreply-refunds@nelnet.net
 Recipient: nelstud3test@ohiochristian.edu
 Subject: Refunds Authentication Code
 Message: Refunds Authentication Code Email. For your security the text of this message has been redacted.

[Close]

Once you start receiving refunds, a third tab will appear. This tab is the Refund History tab and it will contain a history of all the refunds that have been issued for this account.

Customer Service

Home [User Acceptance Test 201](#) [Sign Out](#)

Welcome, Tester NelnetStudent3 ID: NE4312494 [LIVE HELP](#)

Refund Method

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

Refund History Change History Notification History

Submitted Date	Amount	Status	Payment Method	Requests
3/9/2021	\$199.99	Pending	Good Bank - Checking - 1234	
3/5/2021	\$1000.00	Pending	Good Bank - Checking - 1234	
2/26/2021	\$1000.50	Pending	Good Bank - Checking - 1234	
2/24/2021	\$1000.50	Pending	Good Bank - Checking - 1234	

When you click on the date to the left of the transaction, you can see the details for that transaction.

Customer Service

Home [User Acceptance Test 201](#) [Sign Out](#)

Welcome, Tester NelnetStudent3 ID: NE4312494 [LIVE HELP](#)

Refund Method

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

Refund History Change History Notification History

Submitted Date	Amount	Status	Payment Method	Requests
3/9/2021	\$199.99	Pending	Good Bank - Checking - 1234	
3/5/2021	\$1000.00	Pending	Good Bank - Checking - 1234	
2/26/2021	\$1000.50	Pending	Good Bank - Checking - 1234	
2/24/2021	\$1000.50	Pending	Good Bank - Checking - 1234	

When you are finished viewing the details, click the “Close” button.

Customer Service

Home [User Acceptance Test 201](#) [Sign Out](#)

Welcome, Tester NelnetStudent3 ID: NE4312494 [LIVE HELP](#)

Refund Method

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

Refund History Change History Notification History

Submitted Date	Amount	Status	Payment Method	Requests
3/9/2021	\$199.99	Pending	Good Bank - Checking - 1234	

Refund Details Student: NE4312494 - Tester NelnetStudent3 [Close](#)

Payment Number: 216502
Status: Pending
Amount: \$199.99
Payee ID: NE4312494
Payee: Tester NelnetStudent3
Campus: Online Campus
Payment Method: Good Bank - Checking - 1234
Submitted: 3/9/2021 1:05:15 PM (CST)
Processed: 3/10/2021
Mailing Address: 409 Lee St
Alma, GA 31510 United States

[Close](#)

To review your profile or edit your secondary email, click the Edit Profile link.

The screenshot shows the Nelnet Student Profile page. At the top, there is a navigation bar with 'Home', 'User Acceptance Test 2021', and 'Sign Out'. Below the navigation bar, the user is greeted with 'Welcome, NelnetStudent3 Tester' and their ID 'nelstud3test@ohiochristian.edu'. The 'Refund Method' section shows 'Refund Method Selected' and 'Bank Account: XXX1234'. There are links for 'Edit Refund Method', 'Remove Refund Method', and 'Edit Profile'. The 'Edit Profile' link is highlighted with a red box. Below this, there are tabs for 'Change History' and 'Notification History'. A table shows the change history with columns for 'Changed Date', 'Change Made', and 'Changed By'.

Changed Date	Change Made	Changed By
2/24/2021 1:23:27 PM (CST)	Profile Update	nelstud3test@ohiochristian.edu
2/24/2021 1:19:01 PM (CST)	Profile Update	nelstud3test@ohiochristian.edu

Enter, edit, or change your secondary email and click Save.

The screenshot shows the 'Profile Information' page. It includes a 'Student Information' section with fields for First Name (NelnetStudent3), Last Name (Tester), ID (nelstud3test@ohiochristian.edu), and Email Address (nelstud3test@ohiochristian.edu). There is a 'Mailing Address' section with a note that the school has chosen to provide the address. Below that is a 'Secondary Email' section with an empty 'Email Address' input field. At the bottom, there are two buttons: 'Save' and 'Back to Profile'. The 'Save' button is highlighted with a mouse cursor.

To edit or change your mobile notification settings, click the phone icon. NOTE: If you had your information imported from the old system, you may wish to go in and add these mobile alerts.

The screenshot shows the Nelnet Student Profile page with a focus on the mobile notification settings. A black box with white text 'Click To Manage Mobile Alerts' is positioned over the phone icon in the 'Refund Method' section. The phone icon is a small blue circle with a white telephone handset inside. The rest of the page content is the same as in the previous screenshot.

You can edit your refund method by clicking on the "Edit Refund Method" link. If you do, it will take you through the process of authenticating (so follow the steps seen at the beginning of this instructional document (under "Entering and Editing ACH Information" – option 2).

Closing out of Nelnet and Sonis

When finished working in Nelnet, you can close out of the Nelnet site by clicking the red “Sign Out” button (or you can close the browser window).



Your Sonis tab will still be open (in the original tab in your browser). You can return to it to continue working.

