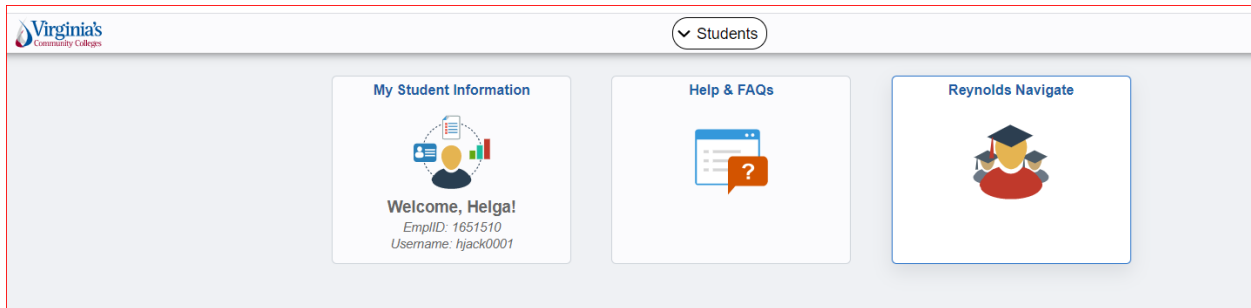


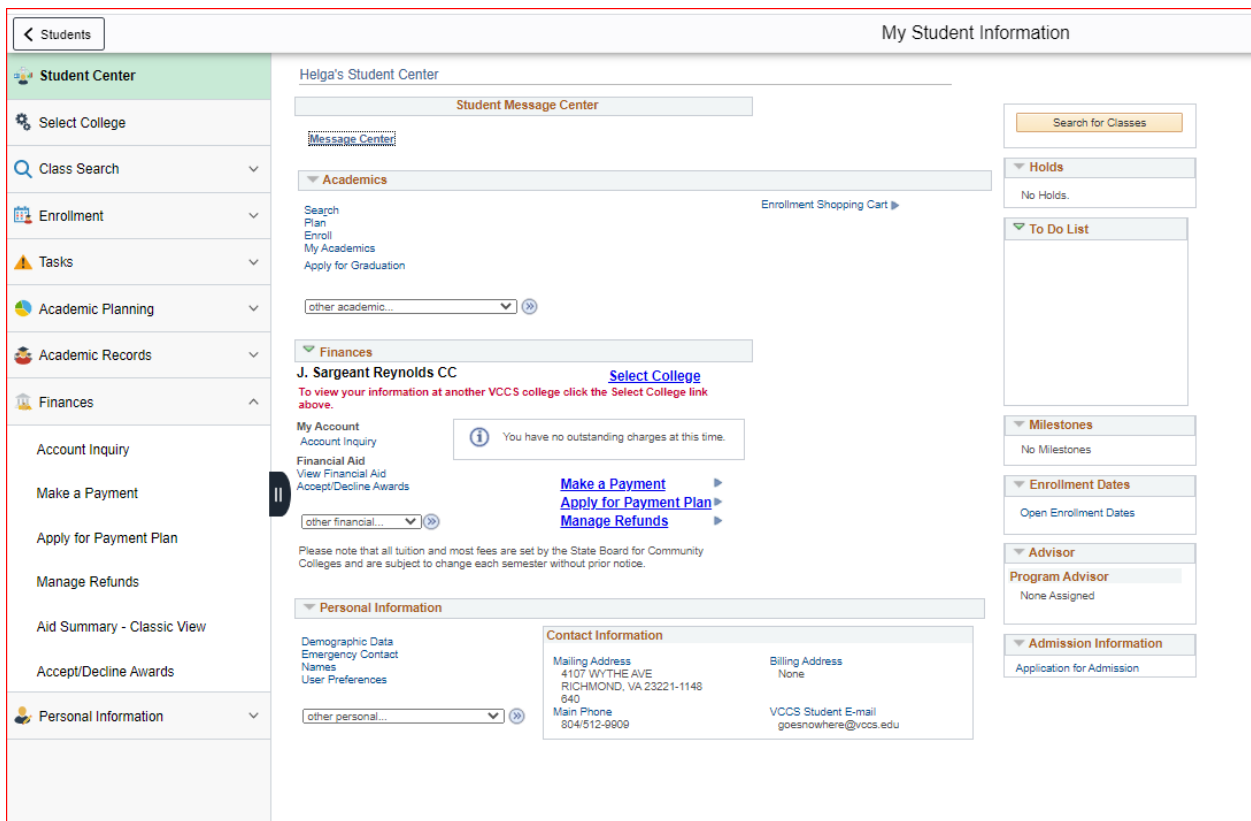
# Refund Experience- Student

Below are steps for students for students to manage or enroll in Refunds with Nelnet

Click on the My Student information Title



Click on Manage Refunds to pass over to Nelnet



First time students may have to create their profile first

## Create Account

[Go To Old Create Account Page](#)

### 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"/>
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="1234 Test"/>
Address Line 2	<input type="text" value="Apartment, Suite, Unit, Building, Floor, etc."/>
<a href="#">Add another address line</a>	
City*	<input type="text" value="Lincoln"/>
State*	<input type="text" value="Nebraska"/>
Zip*	<input type="text" value="68507"/>
Time Zone*	<input type="text" value="Eastern Time"/>

#### E-mail

E-mail 1*	<input type="text" value="test@nelnet.net"/>
<a href="#">Add another e-mail address</a>	
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" value="(402) 222-2222"/>	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 Nelnet 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**

Existing Students will land on their Nelnet Dashboard

The screenshot shows the top navigation bar with 'Home', 'My Profile', and 'Financial Accounts' on the left, and a user profile section on the right containing a question mark icon, a notification bell, a lock icon, and the text 'Signed in as Rhoda'. Below the navigation bar, the main content area is titled 'Hello Rhoda'. On the left, the 'Payment Plan & Billing' section displays a current balance of \$1,204.77 and includes buttons for 'Make a Payment' and 'Set up a Payment Plan'. On the right, the 'Refunds' section features a 'Manage Refunds' button. Below these sections, the user's name 'Rhoda Dixon' is shown, along with contact information and options to manage text services and authorized parties.

Once on the dashboard, Click on Manage Refunds

This screenshot is identical to the one above, but with a red rectangular box highlighting the 'Manage Refunds' button in the 'Refunds' section. The rest of the dashboard layout, including the navigation bar, 'Hello Rhoda' greeting, 'Payment Plan & Billing' section, and user profile information, remains the same.

## Enroll in Dual Authentication (Not all VCCS campuses may require this in the Refund system)

Home [User Acceptance Test 202](#)

### 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.](#)

Enter code received, if applicable. Click Submit

Home [User Acceptance Test 202](#)

### 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 via text.

Authorization Code

Enter Secondary Email (Optional) and click Save

## Profile Information

Welcome, Rhoda Dixon

### Student Information

First Name	Rhoda
Last Name	Dixon
ID	5926815
Email Address	<a href="mailto:TestAccount1@factsmgt.com">TestAccount1@factsmgt.com</a>

### Mailing Address

The college has chosen to provide the address. If the address is incorrect, please update your mailing address in SIS and notify Financial Accounting of this change.

**Secondary Email**

Email Address

Click Edit Refund Method to enroll in ACH ( you can see enrollment to the left side)

Home [User Acceptance Test 2021](#) [Return](#)

Welcome, Rhoda Dixon

**Refund Method**  
⚠ Not Enrolled [Edit Refund Method](#) [Edit Profile](#) ⓘ

Change History

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

Enter Financial Info and Click Save

Home [User Acceptance Test 2021](#) [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.

[Save](#) [Cancel](#)

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

Home [User Acceptance Test 2021](#) [Return](#)

Welcome, Rhoda Dixon

**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

Once a refund is loaded, additional tab will show with refund info. You can click on the date to get additional detail on the refund. You can hover over the '?' to get more info on the status.

Welcome, Lisa Daley

### Refund Method

⚠ Not Enrolled

[Edit Refund Method](#)

[Edit Profile](#)



Refund History

Change History

Submitted Date	Amount	Status	Payment Method	Requests
<a href="#">8/26/2021</a>	\$417.25	Pending <a href="#">?</a>	Check	