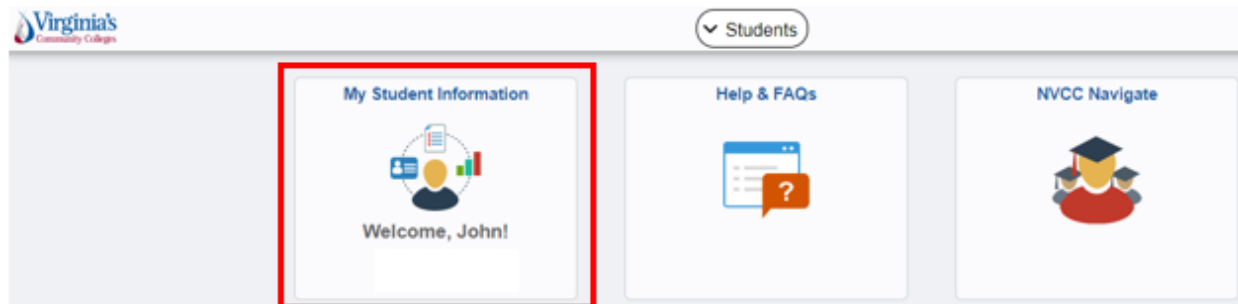


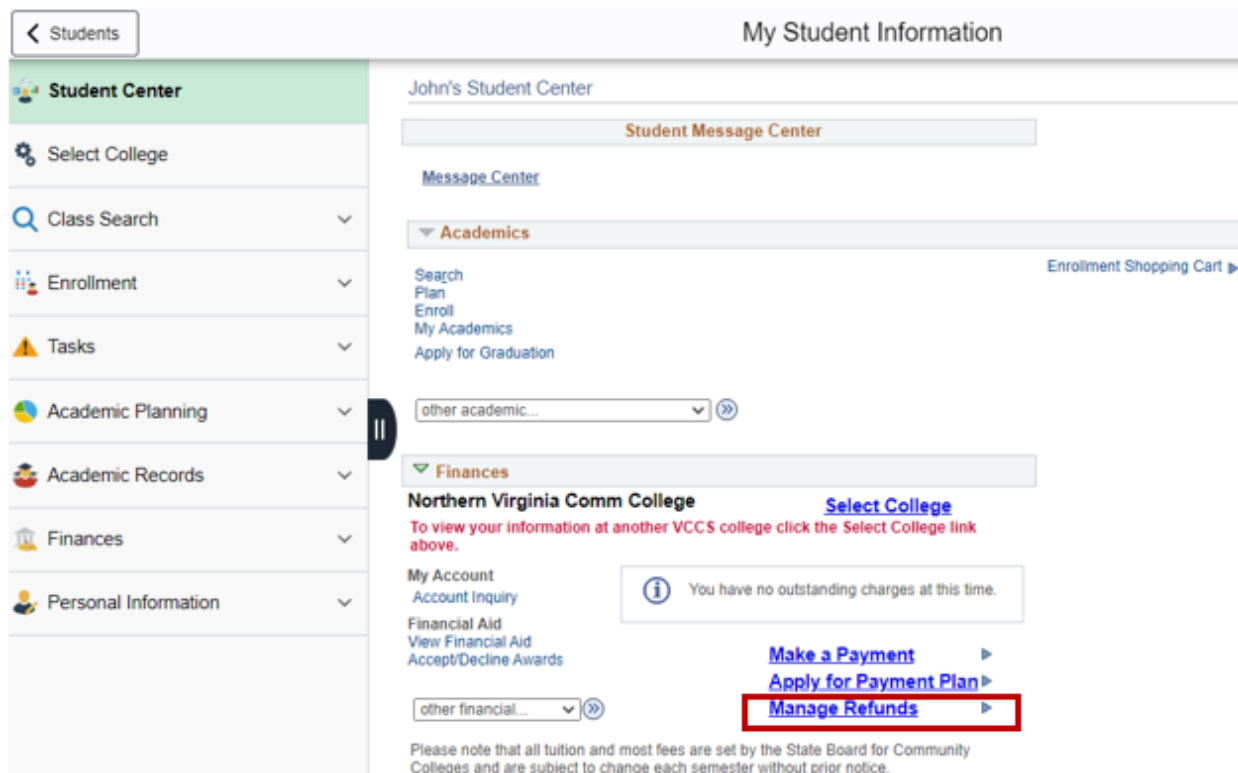
# How to Set Up Student Refund Preferences

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

[Log in to NOVAConnect](#) and click on the “My Student Information” tile shown below.



Click on “Manage Refunds” to access the Nelnet site.



Students may have to create an account the first time they access the site as shown below.

## 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" value=""/>
Middle Name	<input type="text" value=""/>
Last Name*	<input type="text" value=""/>
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" value=""/>
Evening Phone	<input type="text" value="US"/>	<input type="text" value=""/>	Ext. <input type="text" value=""/>
Mobile Phone	<input type="text" value="US"/>	<input type="text" value=""/>	

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.

Returning students will land on their Nelnet Dashboard as shown below.

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 with a question mark, 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 a 'Make a Payment' button. Below this, it shows 'SUMMER 2021 Current Charges' and 'AMOUNT DUE \$1,204.77' with a 'Set up a Payment Plan' button. On the right, the 'Refunds' section has a 'Manage Refunds' button. Below the 'Refunds' section, the user's name 'Rhoda Dixon' is shown, followed by an email address 'TestAccount1@factsmgt.com', a mobile phone icon with the text 'Register to receive text services on your mobile phone.', and a group icon with the text 'Want to allow a friend or family member to pay toward your balance? Add an Authorized Party.'

Once on the dashboard, click on "Manage Refunds".

This screenshot is identical to the one above, but the 'Manage Refunds' button in the 'Refunds' section is highlighted with a red rectangular box to indicate the action to be taken.

## Enroll in Dual Authentication/Mobile Alerts.

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. 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 (Direct Deposit).

Home [User Acceptance Test 202](#) [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 your bank information and click "Save".

Home [User Acceptance Test 202](#) [Return](#)

### 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.

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

## Your profile will now show that a refund method was selected.

Home [User Acceptance Test 202](#) [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, an additional tab will show the refund information. You can click on the "Submitted Date" to get additional details. Hover over the '?' to get more information on the status.

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 ⓘ	Check	

### Additional Refund Information

Direct Deposit (ACH) refunds are usually available 6-7 business days after the refund is posted to your student account.

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 mailing address on record with NOVA.

Checks may take up to 10-14 days to arrive at your address after the refund is posted to your account.

If you paid your tuition with a credit card using Nelnet Campus Commerce and you are due a refund, your tuition refund will be issued back to the card that you originally used for payment.

If you have questions about setting up your refund preference, please contact [Nelnet Campus Commerce](#) at (888) 470-6014.

For questions about your financial aid or student account, contact the [24-Hour Student Support Center](#) at 1-855-323-3199.

Visit <https://www.nvcc.edu/payment/refunds.html> for more information.