

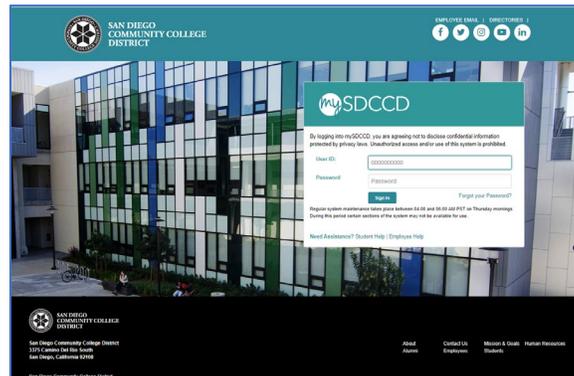


# NELNET: CREATE ACCOUNT AND SET UP MULTI-FACTOR AUTHENTICATION (MFA)

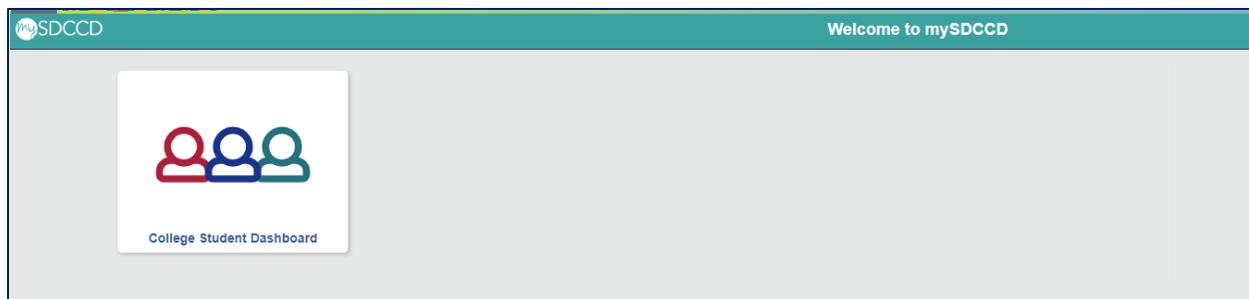
For student online payments

## Instructions

STEP	Instructions
1)	Log in to the mySDCCD student portal <a href="https://myportal.sdccd.edu/">https://myportal.sdccd.edu/</a> Enter your User ID and password.

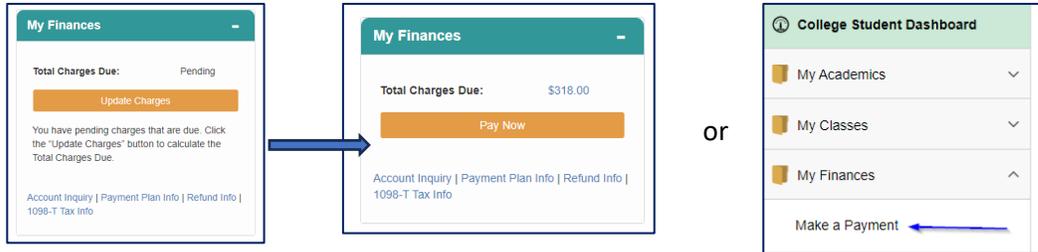


Step	Action
2)	Click the <b>College Student Dashboard</b> tile.

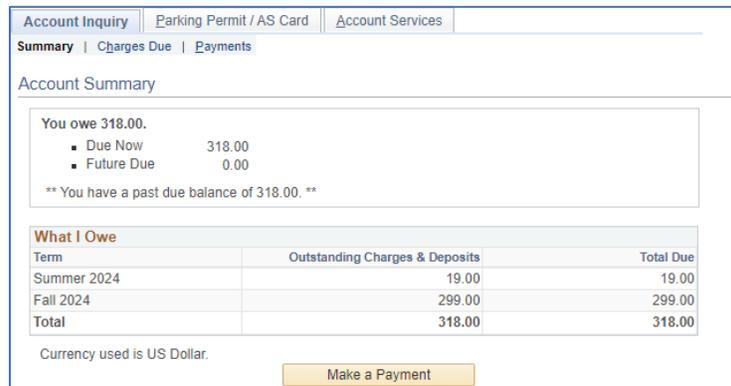




Step	Action
3)	<p>Access the Make a Payment page.</p> <p>In the <b>My Finances</b> box, you may be prompted to click <b>Update Charges</b>. Once charges update, click <b>Pay Now</b>. Or, on the left side navigation, in <b>My Finances</b>, click <b>Make a Payment</b>.</p>



Step	Action
4)	In <b>Account Summary</b> select <b>Make a Payment</b> button.





Step	Action
5a)	<p>This will open the Nelnet payment portal.</p> <p>As a one-time requirement the first time you log in, you will be prompted to enter your address and phone number.</p> <p>Your primary name and student email account will automatically populate.</p> <p>You may add additional email addresses. You will receive email to all addresses you add.</p> <p>You can update this information at any time later.</p>



[es Español](#)
[Customer Service](#)

## Create Account

**Contact Info**

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

**Name**

First Name\*

Preferred Name

Middle Name

Last Name\*

Suffix

Your primary name will be filled in.

**Address**

Country\*

Address Line 1\*

Address Line 2

[Add another address line](#)

City\*

State\*

Zip/Postal Code\*

Time Zone\*



**E-mail**

E-mail 1\*

[Add another e-mail address](#)

Your student email will be filled in. You may add additional emails.

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.

Office Phone  Ext.

Home Phone

Mobile Phone

*Applies to US residents only.*

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 saving a phone number, you agree to such contact related to your account.

**Submit**

Step	Action
5b)	Note that there is an option on top right to change the language to Spanish, or to link to Customer Service.

**nelnet** CAMPUS COMMERCE

es Español Customer Service

## Create Account

Contact Info

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

**Name**

**nelnet** CAMPUS COMMERCE

en English Atención al cliente

## Crear Cuenta

Información de contacto

Bienvenido. Tómese unos momentos para revisar y completar la información de contacto.

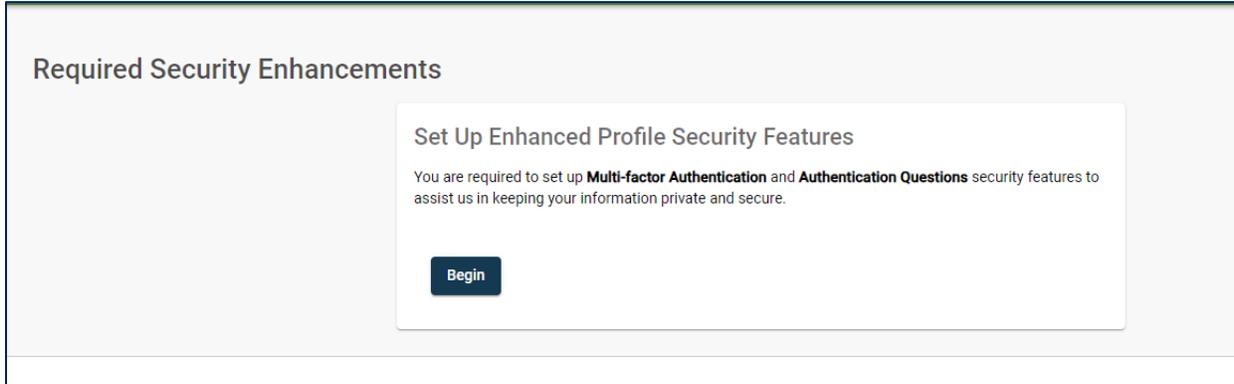
**Nombre**

Nombre\*

Nombre preferido



Step	Action
6)	Next you will be prompted to set up your Multi-factor Authorization (MFA). Click <b>Begin</b> to set up required security enhancements.

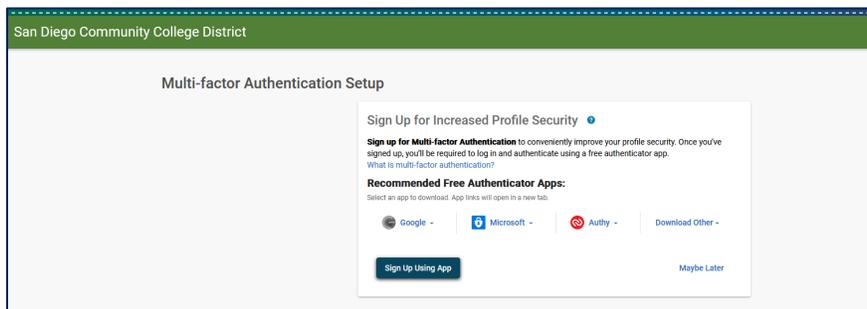


Step	Action
7)	Choose <b>Set Up Using App</b> or <b>Set Up Using Email</b> .  Important Notes for this MFA: <ul style="list-style-type: none"> <li>• This MFA is not the same method you may have set up to log in to Canvas.</li> <li>• This MFA is specific to the Nelnet payment portal.</li> <li>• You will need to enter a secure code each time you log in to view your account or to make a payment.</li> <li>• You may choose to have this code sent to you via an authorization app on your mobile device or via email.</li> <li>• You may change your authorization settings any time in the Nelnet portal.</li> </ul>



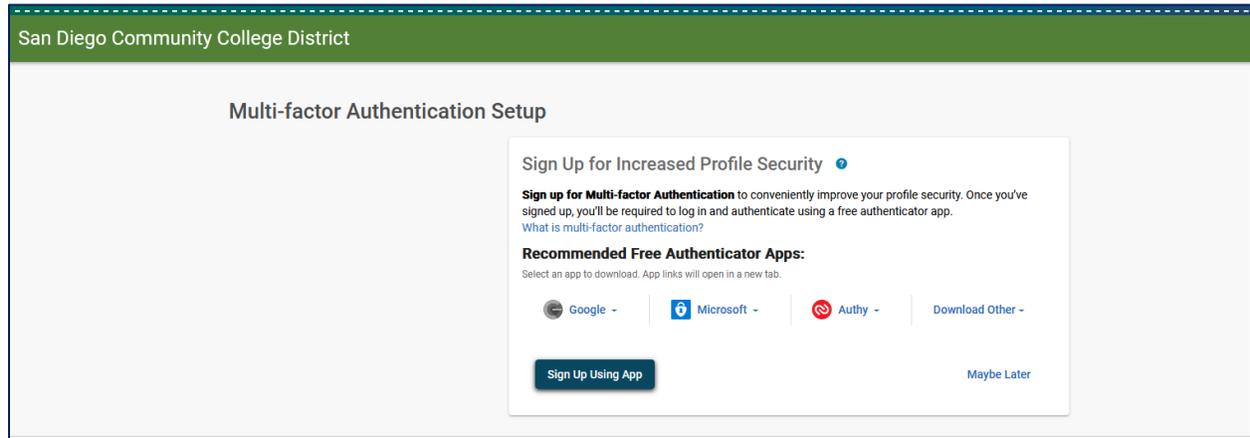
Link to instructional [video](#) to set up using app.

For technical support, call Nelnet Customer Service at  
(800)609-8056

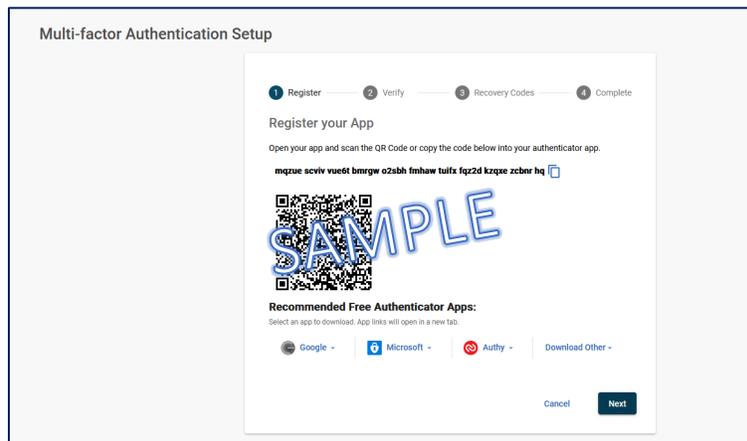




Step	Action
8)	<p><b>AUTHENTICATOR APP OPTION</b> (if you choose to sign up using email, skip to step 15)  <b>First, download an authenticator app to your mobile device</b>, if you do not already have one.</p> <p>Using an Authenticator app is more secure than email. Nelnet provides recommendations for free apps, but there are a variety of other authentication apps that you can use.</p> <p>Once the app is installed on your mobile device, select <b>Sign Up Using App</b> button.</p>

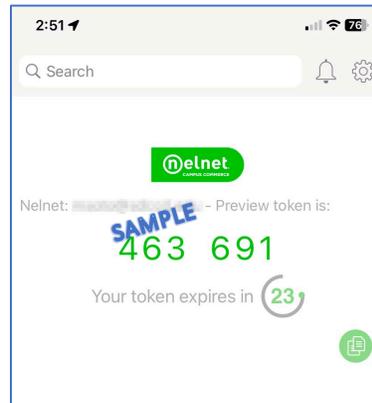


Step	Action
9)	<p><b>Register your App:</b></p> <p>Open your authenticator app and scan the QR code to add Nelnet. Or you can type in the code provided. (Note, the QR and text code in the image below are a sample. You will need to use the code provided to you.)</p>

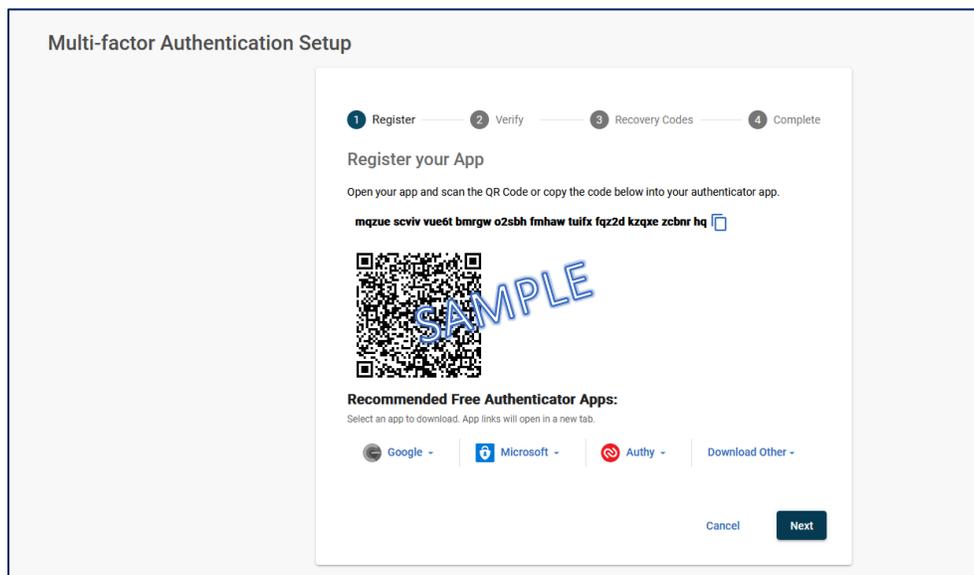




Step	Action
10)	Your authenticator app will then give you a verification code. Depending on the app you use, it may look a bit different, but you will see a “Nelnet” indicator. (Note, the code in the image below is a sample. You will need to use the code provided to you.)

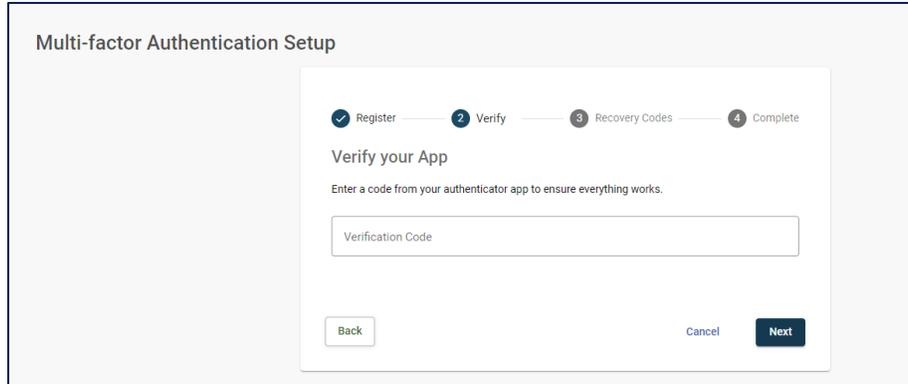


Step	Action
11)	To enter the verification code, select <b>Next</b> . (Note, the code in the image below is a sample. You will need to use the code provided to you.)

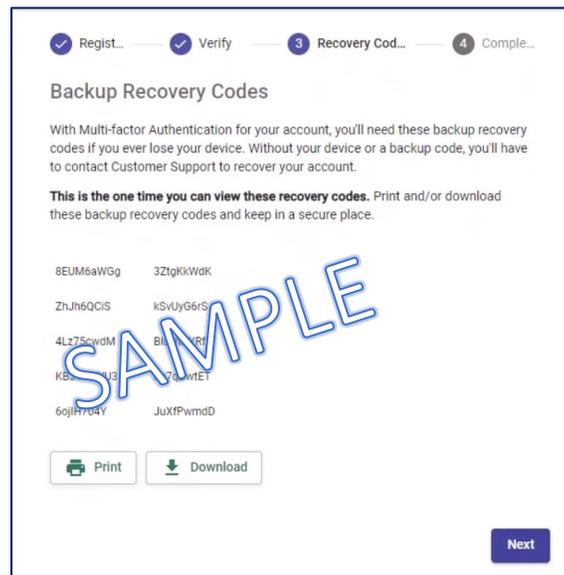




Step	Action
12)	Enter the code from the authenticator app and select <b>Next</b> .



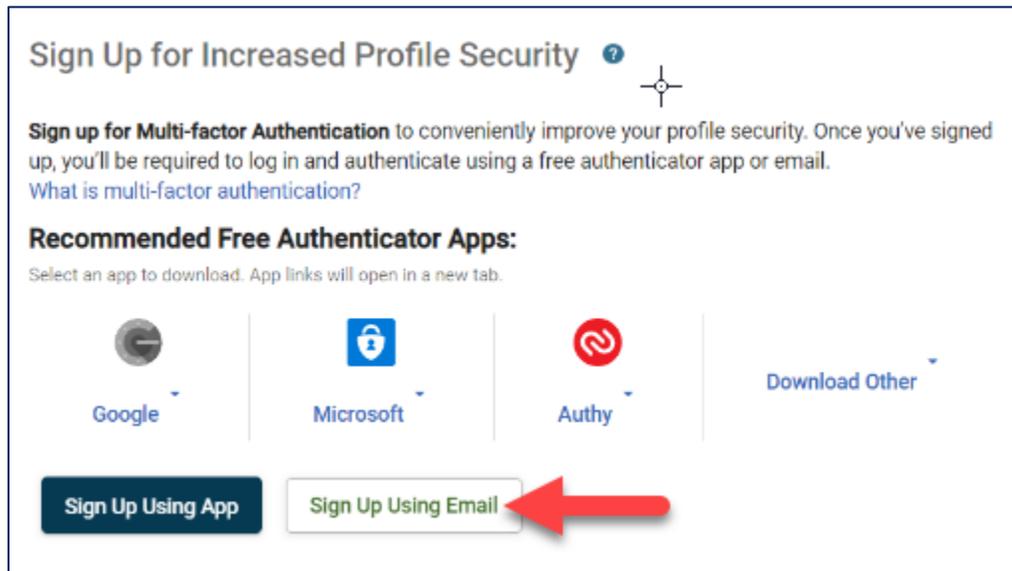
Step	Action
13)	<b>Backup Recovery Codes</b> are provided. Save backup codes in a secure location. You may need them if you lose your mobile device or are unable to access your authenticator app. (Note, the codes in the image below are a sample. You will need to print or download the codes provided to you.)





Step	Action
14)	Once you have downloaded or printed your backup recovery codes, click <b>Next</b> . You have successfully set up your MFA. Skip to step 19 for further instructions.

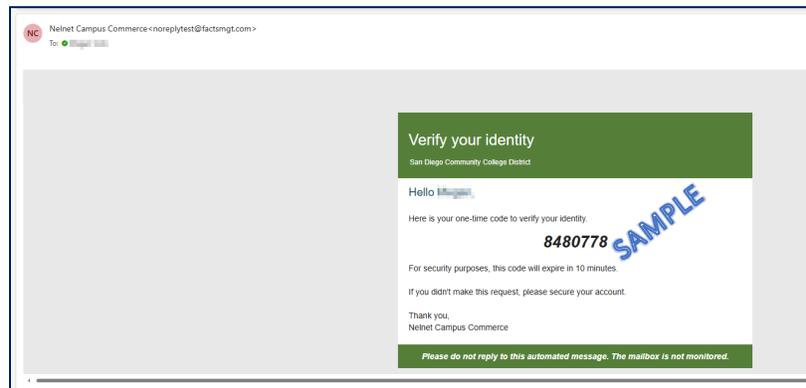
Step	Action
15)	EMAIL OPTION (If you chose to use an authenticator app skip to step 19.) Click the <b>Sign-Up Using Email</b> button to proceed.



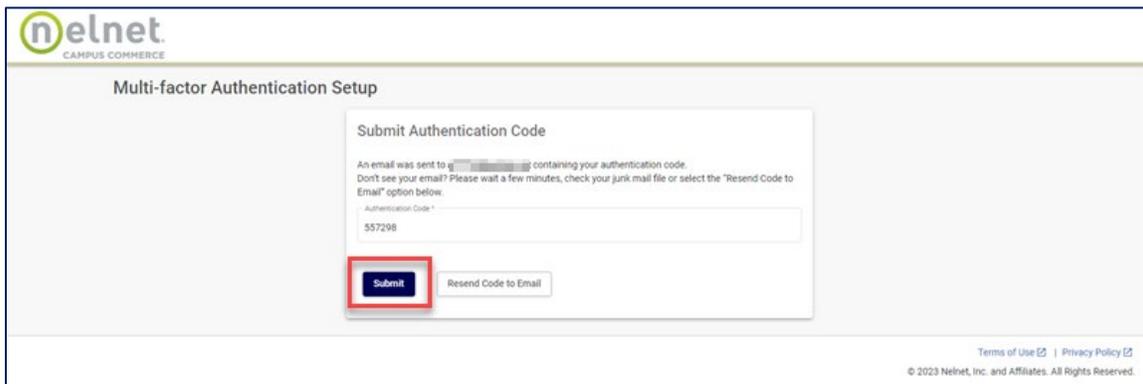
Step	Action
16)	If you have multiple email addresses saved in your profile you will be asked to select the one to which you'd like the authentication code to be sent. Make your selection and click the <b>Send Code to Email Button</b> . If you have only one email stored with your profile, the authentication code will automatically be sent to that email address.  Your student email is the default email, but you can add additional emails in the prior step.



Step	Action
17)	Check your email. You'll find an email such as this one containing your one-time use code. (Note, the code in the image below is a sample. You will need to use the code provided to you.)



Step	Action
18)	Enter the provided code and click the <b>Submit</b> button.  Tip: If you cannot find your emailed authentication code check your junk mail folder or use the <b>Resend Code to Email</b> button to generate a new email.





Step	Action
19)	Authentication questions will be used to verify your identity should you need assistance with resetting your MFA in the future. Choose two authentication questions and provide an answer. When finished click <b>Save</b> .

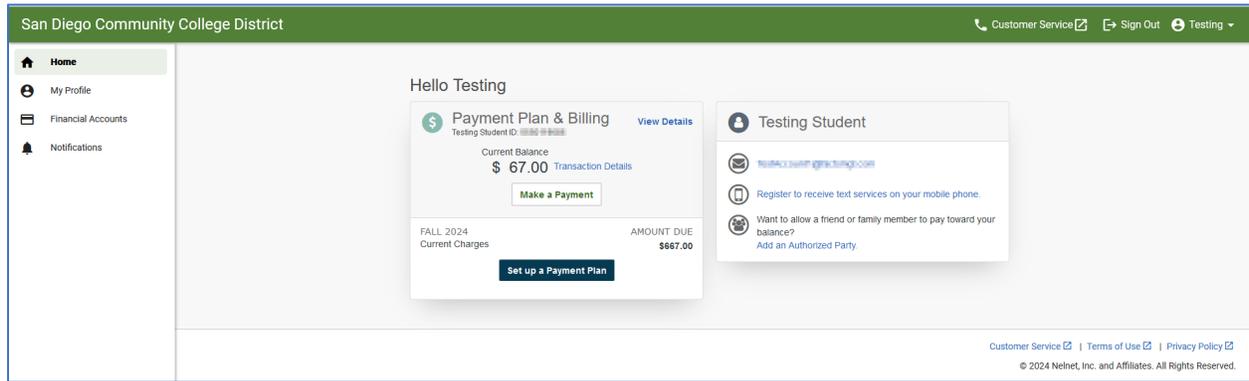
The screenshot shows the 'Authentication Questions Setup' interface. It includes a title, a note that all fields are required, and instructions to select and answer two questions. A dropdown menu is open, showing suggested questions: 'What street did you live on in third grade?', 'What is your oldest sibling's middle name?', 'What was the name of your first pet?', and 'In what city or town did your mother and father meet?'. There are input fields for 'Authentication Question 1' and 'Authentication Question 2', each with a corresponding 'Reset' button.

Step	Action
20)	Create a 4-digit PIN. You will be asked for this PIN when calling Nelnet Customer Service at 800-609-8056. Click <b>OK</b> .

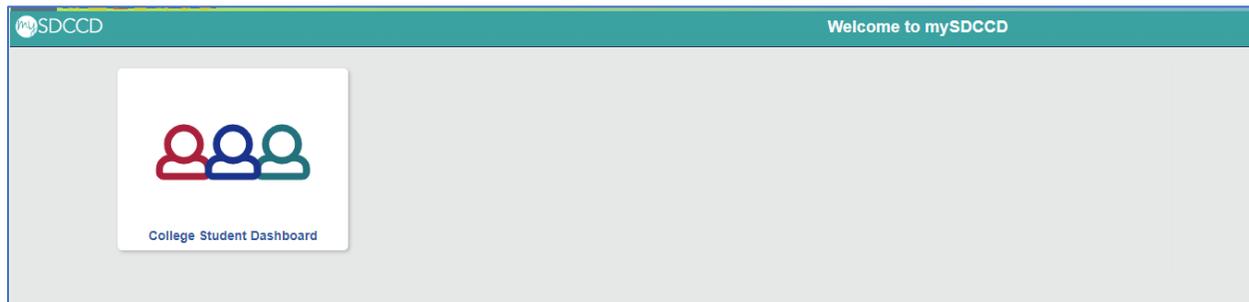
The screenshot shows the 'Review Items' screen with a message: 'The following item(s) require your attention before proceeding.' A modal box titled 'Create A 4-Digit PIN To Continue' is displayed. It contains the text: 'The 4-Digit PIN will be used to validate your identity when you make inquiries by telephone. Choose something you will easily remember.' Below this is a text input field for the '\*4-Digit PIN:' with a red error message 'This field is required' underneath. An 'OK' button is at the bottom of the modal.



Step	Action
21)	Congratulations, you have set up your account! You will be redirected to the student dashboard.



Step	Action
22)	Click <b>Sign Out</b>  to return to the mySDCCD dashboard tile.



End of guide.