

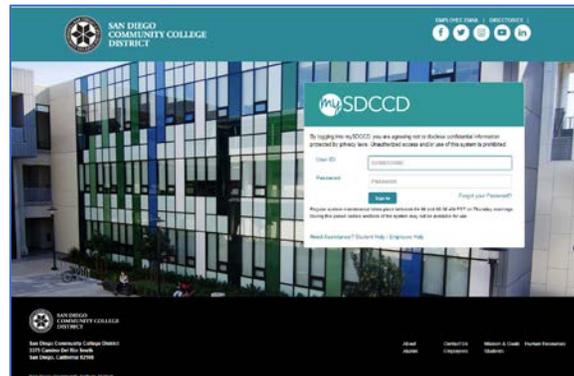


NELNET: CREATE ACCOUNT AND SET UP MULTI-FACTOR AUTHENTICATION (MFA)

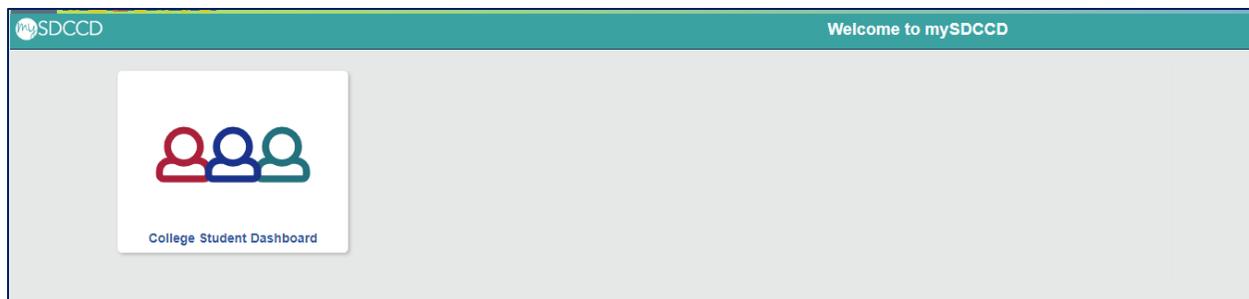
For student online payments

Instructions

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

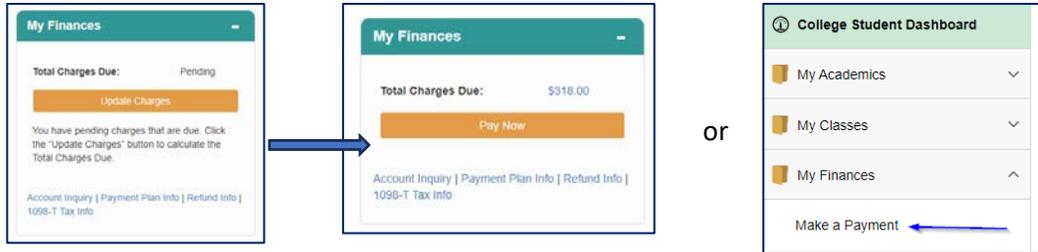


Step	Action
2)	Click the College Student Dashboard tile.

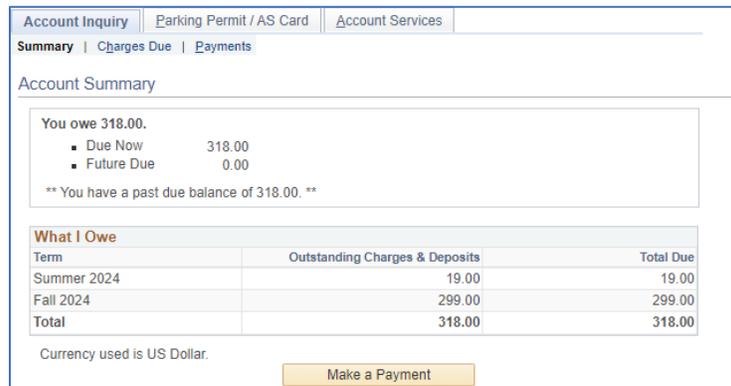




Step	Action
3)	<p>Access the Make a Payment page.</p> <p>In the My Finances box, you may be prompted to click Update Charges. Once charges update, click Pay Now. Or, on the left side navigation, in My Finances, click Make a Payment.</p>



Step	Action
4)	In Account Summary select Make a Payment button.





Step	Action
5)	This will open the Nelnet payment portal. The first time you log into Nelnet, you will need to set up your account, including Multi-Factor Authentication (MFA). For more information, see the “Nelnet Account Setup and MFA Guide” on https://www.sdccd.edu/students/nelnet.aspx

Step	Action
6)	Enter the authorization code you received via email or authenticator app (depending upon which method you set up for MFA.)

Or

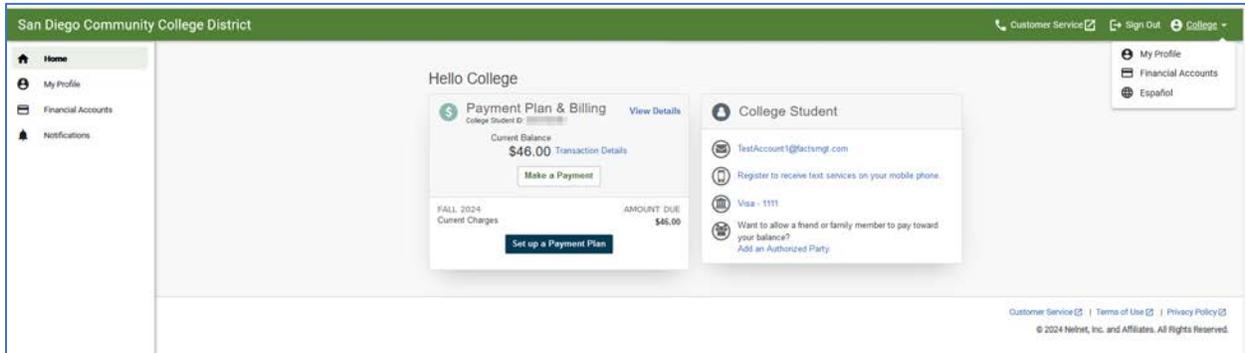


Link to instructional [video](#) to set up using app.

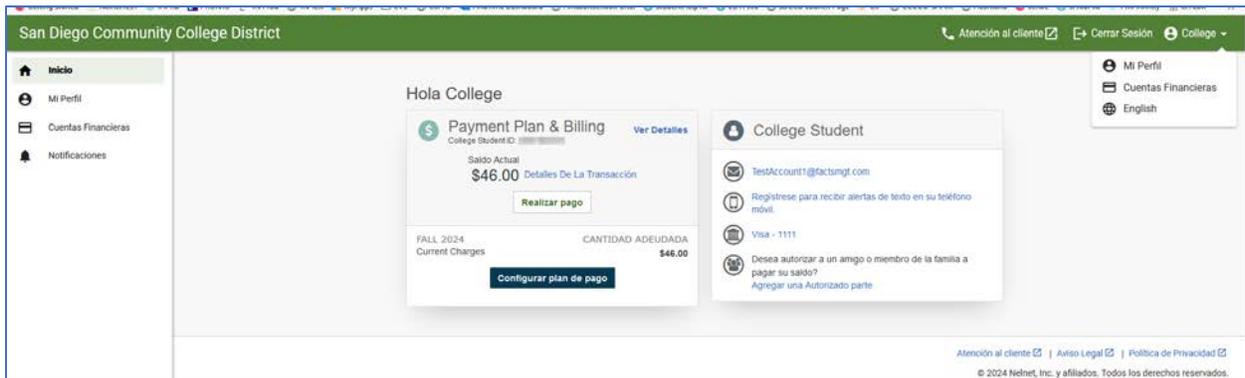
For technical support, call Nelnet Customer Service at (800)609-8056



Step	Action
7)	<p>On your student dashboard, you will see your balance and “Make a Payment” button. If your balance is eligible for a Payment Plan, you will see “Set up a Payment Plan” (available November 2024).</p> <p>Note that if you click the arrow next to your name in the top right corner, options are displayed, including toggling the language to Spanish.</p>



En Español:





Step	Action
8)	Click Make a Payment. Select Accounts to pay by clicking the check box. Enter the amount to pay. You may choose to pay a partial amount or the full balance.

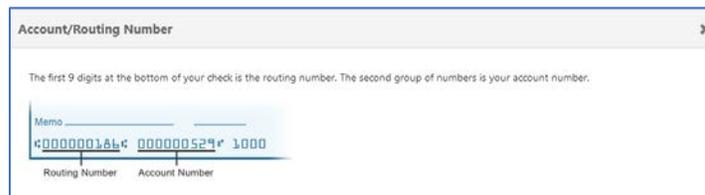
The screenshot shows the 'Make A Payment' screen. At the top, there are three steps: 1. Select A Payment (highlighted), 2. Payment Method, and 3. Receipt. Below the steps, there is a 'College Student ID' field. A link 'Want to designate another payer?' is visible. Under 'Select Accounts to Pay', a table lists accounts with columns for ACCOUNT, TERM, CURRENT BALANCE, and PAYMENT AMOUNT. One account, 'Student Account Balance', is selected with a radio button. Its current balance is \$46.00, and the payment amount is set to \$20.00. Below the table, there is a note: '\$46.00 Eligible for Payment Plan' with a link 'Set up a Payment Plan'. At the bottom right, the total 'PAYMENT AMOUNT' is \$20.00. At the bottom left, there are 'Cancel' and 'Next - Payment Method' buttons.

Step	Action
9)	Choose payment method. Bank account or Credit/Debit Card.

The screenshot shows the 'Make A Payment' screen at the 'Payment Method' step. At the top, there are three steps: 1. Select A Payment, 2. Payment Method (highlighted), and 3. Receipt. Below the steps, there is a 'College Student ID' field. Under 'Payment Method', there are two radio button options: 'Bank Account' and 'Credit / Debit Card'. At the bottom center, there is a 'Cancel' button. A 'Cust' icon is visible in the top right corner.



Step	Action
10)	<p>Choose payment method. Bank account or Credit/Debit Card.</p> <p>If choosing to use a bank account, IMPORTANT: Take a moment and be sure to enter your routing and account numbers accurately. If entered incorrectly, your payment will be rejected. This may result in a hold on your student account until you pay with a valid method. You may also be subject to a return payment fee by the servicer, Nelnet.</p> <p>Click question mark to view pop-up guide to identify Routing Number and Account Number.</p>





Step	Action
11)	<p>Choose payment method. Bank account or Credit/Debit Card. If choosing credit or debit card, enter the card number, account holder name, and expiration date.</p> <p>We accept Visa, Mastercard, American Express, Discover. You may choose to save your account information for future payments.</p>

The screenshot shows a web form for selecting a payment method. It includes radio buttons for 'Bank Account' and 'Credit / Debit Card'. The 'Credit / Debit Card' option is selected. Below this, there are fields for 'Card Number' (with a dropdown for card type), 'Account Holder Name', 'Expiration Date' (with month and year dropdowns), 'Billing Address' (with country, address, and optional apartment/suite/building dropdowns), 'City', 'State' (with a dropdown for California), and 'Zip / Postal Code'. A 'Payment Method Disclosure' box is also visible, stating that card transactions are processed by Nelnet Campus Commerce, USA.



Step	Action
12)	Click Pay Now button. Note that you will be emailed a receipt, and you have the option to add up to two other email addresses.

Make A Payment

College Student ID: ██████████

1 Select A Payment 2 Payment Method 3 Receipt

Payment Method

VISA ending in ██████
or [Add a New Account](#)

Payment Method Disclosure

Card transactions for San Diego Community College District are processed by Nelnet Campus Commerce, USA.

Total Amount

Institution Amount	\$20.00
Total	\$20.00

A transaction receipt will be sent to: TestAccount1@factsmgt.com. [Add another e-mail address](#)

Authorization

By clicking the Pay Now button, you authorize Nelnet on behalf of San Diego Community College District to process this payment from the financial account identified above.

This is an immediate payment and cannot be canceled.

[Cancel](#) **Pay \$20.00 Now**



Step	Action
13)	View and print confirmation.

 **Thank You**  Print

Your payment for \$20.00 has been authorized and submitted.

A transaction receipt was sent to TestAccount1@factsmgt.com.

[Proceed to Home](#)

Summary

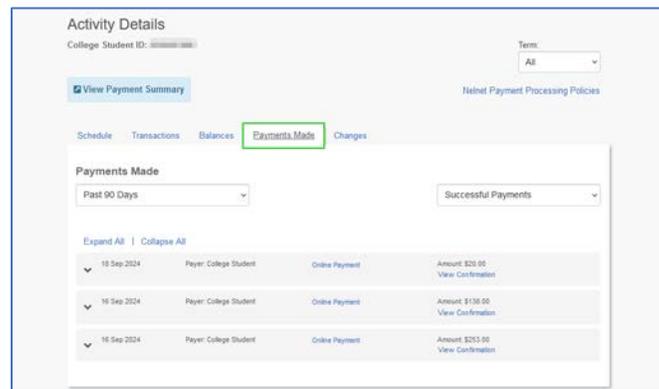
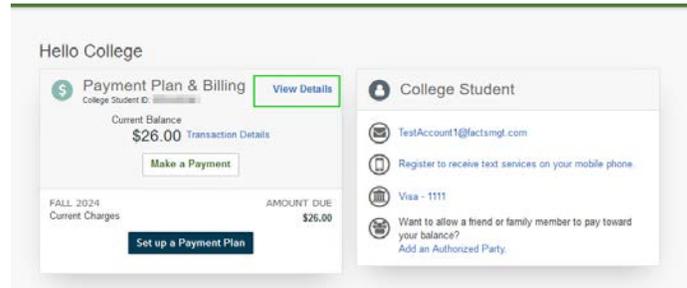
Institution	San Diego Community College District
Customer	College Student
Student ID	██████████
Payment Date	18 Sep 2024
Account Holder Name	Test Test
Account	Visa - 1111
Institution Payment Amount	\$20.00

This is an immediate one-time payment and cannot be canceled. If you have any questions, contact Nelnet at (800)609-8056.

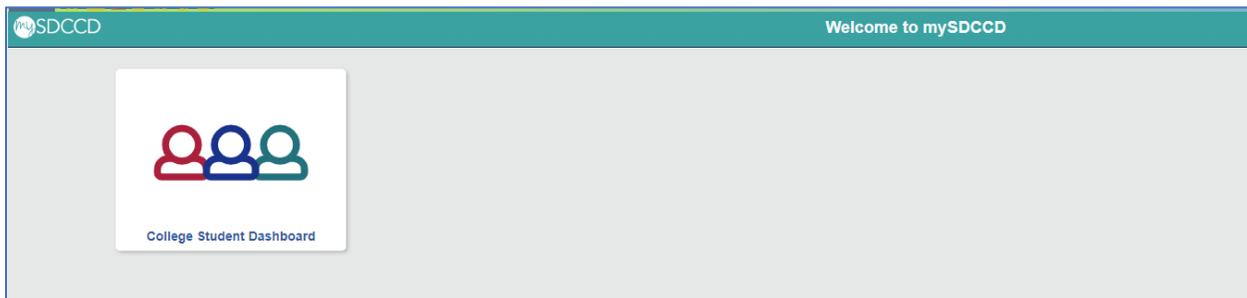
Authorization ▼



Step	Action
14)	Click Proceed to Home. From the Home page, you may click “View Details,” then the “Payments Made” tab to view this payment and previous transactions.



Step	Action
15)	Click Sign Out  to return to the mySDCCD dashboard tile.



End of guide.