Nelnet Information and Guide

Who is Nelnet?

Nelnet is Harper College's electronic payment system. Students who are unable to pay for their tuition costs in full, have financial aid that doesn't cover the full cost of their semester, or want to pay monthly installments can use this system.

Where is Nelnet?

If Actively Registering:
- At the Summary screen: Click the 'Pay Now' button.
- Click the 'Click here to set up a payment plan' link.
- Follow steps (see Setting up Nelnet Account below), Review your billing to ensure accuracy, and then scroll to the bottom of the screen and click on authorize.

If Already Registered:
- Go to: www.harpercollege.edu
- Log into your MyHarper Student Portal by clicking on the 'MyHarper' link.
- Once logged in, go to your 'My Finances' tab. Then, click the 'Payments' option and select the 'Set Up Payment Plan' link.
- Select your semester from the drop-down window. Submit.
- Review your billing to ensure accuracy, and then scroll to the bottom of the screen and click authorize.

Setting up Nelnet Payment:

Page 1 – Welcome Page: Click the 'Next Step' button.

Page 2 – Account Information: Enter your personal information: Student name, address, and email. Click the 'Next Step' button.

Page 3 – Amount Due / Plan Options: Click the checkbox to choose which of the available payment plans you wish to sign up for. *(There may only be one choice depending on when you are setting up the payment plan).*

NOTE: The 'Option Expires' date is <u>not</u> your payment due date! It is the last day that particular plan is available. A new plan will be available after that date.

A popup box reminding you of the non-refundable $35 enrollment fee will appear. Click the 'OK' button.

Review your "Budget Worksheet". This will show you your down payment amount (if any), as well as the number of payments and the cost of each payment. Click the 'Next Step' button when satisfied.

Page 4 – Payment Method: Choose the billing type for your payment plan: Bank Account (Savings/Checking) –OR– Credit Card (Credit/Debit).

> *NOTE:* Check your credit/debit card expiration dates! If your card expires during the payment plan period, you will need to notify Facts Management at 1.800.609.8056, otherwise you may be charged a non-sufficient funds fee if the regularly scheduled payment does not go through.

> Click the 'Next Step' button.

Page 5 – Account Information: Enter the responsible party's *(person who owns the payment account)* information: Student name, address, phone number and email. You will also need to fill out the personal information of the individual responsible for billing.

> - The payment reminder checkbox is checked by default, for ease of application. These notifications are sent to the email you entered above to remind you of the impending monthly withdrawal. Make sure the email you choose for your payment plan is one you check often.
> - Your access code acts as a password for your e-Cashier agreement.
> - Additional Authorized Party: Another individual (such as a relative or friend) that you want to allow access to your e-Cashier agreement information.
>
> *NOTE:* You do not have to list anyone as an Authorized Party.
> Enter your payment information: Bank Account (Savings/Checking) –OR– Credit Card (Credit/Debit). Double check your information for entry errors!
> *NOTE:* If your down payment fails to go through because of incorrectly entered information, your payment plan could terminate, and you risk being removed from your classes for not having an active payment plan!

> Click the 'Next Step' button when finished.

Page 6 – Review & Submit: Verify your Nelnet payment plan information and carefully read the 'Terms and Conditions' of the plan. Once satisfied, click the checkbox at the bottom of the page and then click 'Submit and Activate'.

Page 7 – Thank You: Click the 'Print for your records' button and print this agreement information for your personal records.

What to do when finished:

Your Nelnet payment plan is now complete!

> - You will be given a confirmation number and a printable copy of your agreement details for your personal records. Harper College strongly recommends that you print this information.

- You will be sent an email to the email address you provided with important account information included. Harper College strongly recommends that you save this email.

How to check your status:

All the information you need is located within the confirmation email that is sent to you upon completion of establishing your e-Cashier payment plan. Your email will tell you:

"You may view your agreement and update your email address at https://secure.factstuition.com/facts/myfacts*. Under 'New Account Setup' you will create your own User ID and password. For verification by phone or through My FACTS, you will need the agreement number, access/validation code and institution identification."*

- The agreement number, access code, and institution identification number are all located in the top right-hand corner of your confirmation email.

- Once you have created your account, your payment plan is automatically entered onto your account to view.
- For future semesters, you can add new e-cashier accounts by using the 'Add an Agreement' tab, and entering the agreement number, access code, and institution number for that plan.

- Through this site, you can: Update Contact Information, Add Additional Authorized Parties, and Update Billing Information.

Payment Due Dates:

Down payments are withdrawn immediately upon registering for the payment plan.

All payments are automatically billed on the 5th of each month. If a payment fails to process successfully on the 5th, you will be charged a $25.00 non-sufficient funds fee, and the payment will be reattempted on the 20th.

Refunds:

Refunds for payment plan payments will be issued back to the credit card charged if issued within 90 days. Refunds past 90 days will be issued by check or direct deposit. Refunds for payments made via ACH will be issued via check or direct deposit.