

Payment Plan FAQs

Payment Plan Information Questions:

Q. What should I do if I have a new credit card number?

A. There are two ways to update your credit card number. You can call Nelnet at 1-800-609-8056 and provide them your new credit card number, or you may go through your student portal by clicking on Finances then Online Payment. This will take you to your account where you can update your credit card information online.

Q. What should I do if I have a new bank account number?

A. There are two ways to update your bank account information. You can call Nelnet at 1-800-609-8056 and provide them your new bank account information, or you may go through your student portal by clicking on Finances then Online Payment. This will take you to your account where you can update your bank account information online.

Q. What if I don't have a credit/debit card or bank account to link the payment plan to?

A. You can purchase a Visa/MasterCard/Discover/American Express gift card (where available) and use that gift card to set up your payment plan. Load money onto the card at least two business days prior to the due date.

Q. Can I change the payment date?

A. No. The payment date is set to be on the 5th of each month. This cannot be changed. Any missed payments will result in a reattempt on the 20th of that month.

Q. Can I change from a checking account to a card (or vice versa)?

A. No. When you established your plan, your agreement is specific to a payment type (Debit/Credit Card –OR– Bank Account). Your payment plan will always have to have a payment source from your chosen payment type.

Q. Can I use more than one card/bank account number?

- A.** While only one card or bank account can be on file at a time, if necessary, you can update your billing information to have future payments from a new card or bank account.

Alternatively, funds from multiple sources and can be placed on a single prepaid Visa/MasterCard/Discover/American Express card so that the card on file does not have to be continually changed.

Q. Do I have to make a new plan every semester?

- A.** Yes. A new payment plan will need to be set up every semester.

Q. I tried to set up my payment plan for the semester, but it won't let me proceed past the second page. Why?

- A.** You may have outstanding fees that need to be paid to the payment plan company from a previous plan. Any outstanding fees need to be resolved before a new plan can be set up. Make sure your pop-up blocker is not on so you can see the information on the screen. For more help, contact the Business Office at 847.925.6880.

Q. Why is Nelnet saying that my plan was terminated?

- A.** It might be showing you an old payment plan from another semester. Every time you make a new plan you have to log into your mypaymentplan.com account and use the "Add new" feature to add your new payment plan.

Q. Someone else used my card or bank account number to set up a payment plan without my knowledge/permission. What should I do?

- A.** Contact your bank, or credit card, immediately for instructions.

Q. Do I need another plan for my non-credit class?

- A.** Yes. If you are in both credit and non-credit classes, you will need two separate payment plans.