

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 <u>https://myportal.sdccd.edu/</u>
	Enter your User ID and password.



Step	Action
2)	Click the College Student Dashboard tile.





Step	Action
3)	Access the Make a Payment page.
	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 .

My Finances –	My Finances –		College Student Dashboard	
Total Charges Due: Pending	Total Charges Due: \$318.00		My Academics	~
Update Charges You have pending charges that are due. Click the "Update Charges" button to calculate the	Pay Now	or	My Classes	~
Total Charges Due.	Account Inquiry Payment Plan Info Refund Info 1098-T Tax Info		My Finances	^
1098-T Tax Info			Make a Payment	_

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

mmary Charges Due P	ayments	
ccount Summary		
You owe 318.00.		
	318.00	
 Due Now Future Due 	0.00	
Due Now Future Due ** You have a past due ba	0.00 lance of 318.00. **	
Due Now Future Due ** You have a past due ba What I Owe	0.00 lance of 318.00. **	
Due Now Future Due ** You have a past due ba What I Owe Term	0.00 0.00 Iance of 318.00. ** Outstanding Charges & Deposits	Total Due
Due Now Future Due ** You have a past due ba What I Owe Term Summer 2024	0.00 lance of 318.00, ** Outstanding Charges & Deposits 19.00	Total Due 19.00
Due Now Future Due ** You have a past due ba What I Owe Term Summer 2024 Fall 2024	0.00 lance of 318.00. ** Outstanding Charges & Deposits 19.00 299.00	Total Due 19.00 299.00



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

		es Español 🧯	Customer Service
eate Account			
ontact Info Velcome. Please take a few m	oments to review and complete your contact information.		
ame			
First Name*	164		
Preferred Name		Your primary name	
Middle Name		will be filled in.	
Last Name*	-		
Suffix	None v		
ddress			
Country*	United States v		
Address Line 1*	Street Address, PO Box, Company Name,		
Address Line 2	Apartment, Suite, Unit, Building, Floor, etc.		
Add another address line			
City*			
State*	Select v		
Zip/Postal Code*			



E-mail 1*	@student.sdcc	d.edu	Your student email will be filled in. You may add	
Add another e-mail address			additional emails.	
	All correspondence will be ser Correspondence will be sent t	t via e-mail only. all e-mails provi	ded.	
one Numbers				
At least one phone number is	required.			
)ffice Phone	Ext.			
lome Phone	•			
Nobile Phone	•			
Applies to US residents only.				
certify that I am the subscril	ber to the provided cellular or other	vireless number.	To stay informed and receive the best service,	I
authorize Nelnet and its repre	esentatives and agents to contact n	e regarding my a	ccount at any current and future numbers that artificial or prerecorded messages, and/or SI	I provide VIS text
messages. I understand that you agree to such contact re	standard message and data rates i lated to your account.	nay be charged l	y my service provider(s). By saving a phone n	umber,

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

	Español (i) Customer Service
Create Account Contact Info Welcome. Please take a few moments to review and complete your contact in Name	formation.
	English () Alención al cliente
Crear Cuenta	

Crear Cuenta		
Información de contact	0	
Bienvenido. Tómese unos mo	omentos para revisar y completar la información de contacto.	
Nombre		
Nombre		
Nombre Nombre*		
Nombre*		



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

Required Security Enhancements				
	Set Up Enhanced Profile Security Features			
	You are required to set up Multi-factor Authentication and Authentication Questions security features to assist us in keeping your information private and secure.			
	Begin			

Step	Action		
7)	Choose Set Up Using App or Set Up Using Email.		
	Important Notes for this MFA:		
	• This MFA is not the same method you may have set up to log in to Canvas.		
	This MFA is specific to the Nelnet payment portal.		
	• You will need to enter a secure code each time you log in to view your account or to		
	make a payment.		
	• You may choose to have this code sent to you via an authorization app on your mobile		
	device or via email.		
	• You may change your authorization settings any time in the Nelnet portal.		





Link to instructional <u>video</u> to set up using app.

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

San Diego Community College District					
Multi-factor Authentication Se	etup				
	Sign Up for Incre Sign up for Multi-factor A signed up, you'll be require What is multi-factor auther	ased Profile Sec Authentication to conver d to log in and authentica ttication?	eurity o iently improve your prof te using a free authentic	ile security. Once you've ator app.	
	Recommended Free Select an app to download. App	e Authenticator Ap b links will open in a new tab.	ps:		
	Google -	😧 Microsoft -	🚫 Authy -	Download Other +	
	Sign Up Using App			Maybe Later	



Step	Action
8)	AUTHENTICATOR APP OPTION (if you choose to sign up using email, skip to step 15)
	First, download an authenticator app to your mobile device, if you do not already have one.
	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.
	Once the app is installed on your mobile device, select Sign Up Using App button.

San Diego Community College District			
Multi-factor Authentication Se	etup		
	Sign Up for Increased Profile Security Sign up for Multi-factor Authentication to conveniently improve your profile security. Once you've signed up, you'll be required to log in and authenticate using a free authenticator app. What is multi-factor authentication? Recommended Free Authenticator Apps: Select an app to downioad. App links will open in a new tab.		
	Coogle - O Microsoft - O Authy - Download Other -		
	Sign Up Using App Maybe Later		

Step	Action
9)	Register your App: 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.)

Multi-factor Authentic	ation Setup
	1 Register 2 Verify 3 Recovery Codes 4 Complete
	Register your App
	Open your app and scan the QR Code or copy the code below into your authenticator app.
	mązue scviv vue6t bmrgw o2sbh fmhaw tuifx fąz2d kząxe zcbnr hą 📋
	SAMPLE
	Recommended Free Authenticator Apps: Select an app to download, App links will open in a new tab.
	Coogle - 🔞 Microsoft - 🔕 Authy - Download Other -
	Cancel Next



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 Next .
	(Note, the code in the image below is a sample. You will need to use the code provided to
	you.)

Multi-factor Authentication Se	tup
	Register 2 Verify 3 Recovery Codes Complete Register your App
	Open your app and scan the QR Code or copy the code below into your authenticator app.
	SAMPLE
	Recommended Free Authenticator Apps: Select an app to download. App links will open in a new tab.
	Soogle - 🚺 Microsoft - 🛞 Authy - Download Other -
	Cancel Next



Step	Action
12)	Enter the code from the authenticator app and select Next .

Multi-factor Authentication Se	etup	
	Register Yerify Recovery Codes Verify your App Enter a code from your authenticator app to ensure everything works. Verification Code	Complete
	Back	Cancel Next

Step	Action
13)	Backup Recovery Codes 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.)

Backup R	ecovery Codes
With Multi-fact codes if you ev to contact Cust	or Authentication for your account, you'll need these backup recovery er lose your device. Without your device or a backup code, you'll have tomer Support to recover your account.
This is the one these backup r	time you can view these recovery codes. Print and/or download ecovery codes and keep in a secure place.
8EUM6aWGg ZhJh6QCIS 4Lz75cwdM	
60jIH704Y	JuXfPwmdD



Step	Action
14)	Once you have downloaded or printed your backup recovery codes, click Next.
	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 Sign-Up Using Email button to proceed.

Sign Up for Inc	reased Profile Se	ecurity o	
Sign up for Multi-factor up, you'll be required to What is multi-factor aut	Authentication to conven log in and authenticate us hentication?	iently improve your pro ing a free authenticato	file security. Once you've signed r app or email.
Recommended Free Select an app to download.	ee Authenticator App App links will open in a new ta	DS:	
C	9	0	Pourland Other
Google	Microsoft	Authy	Download Other
Sign Up Using App	Sign Up Using Ema		

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 Send Code to Email Button.
	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.)

Neinet Campus Commerce < noreplytest@factsmgt.com> To: •	
	Verify your identity San Dege Community College Dated
	Hello
	For security purposes, this code will expire in 10 minutes. If you didn't make this request, please secure your account.
	Thank you, Neihet Campus Commerce
	Please do not reply to this automated message. The mailbox is not monitored.

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

Multi-factor Authe	ntication Setup	
	Submit Authentication Code An email was sent to prove the provide the providet the provide the providet the providet the pr	
	Submit Resend Code to 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 Save .

thentication Questions Setu	p
	Authentication Questions All fields are required Please select and answer two Authentication Questions or enter your own questions and answers. These questions ensure that your account information
	Authentication Question 1 Authentication Question 1 Answe Reset
	Select a suggested question or enter your own What street did you live on in third grade? What is vour oldest siblind's middle
	hame? Use bases along situate what was the name of your first pet?

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 OK.

The following item(s) requ	lire your attention before proceeding.
Create A 4-E	Digit PIN To Continue
The 4-Digit PIN will b make inquiries by tel remember. *4-Digit PIN:	e used to validate your identity when you ephone. Choose something you will easily
This field is required	
	ок



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

San Diego Community College District		、Customer Service [] [→ Sign Out 😝 Testing →
Home My Profile Financial Accounts Notifications	Hello Testing Testing Student D Same Current Balance \$ 67.00 Transaction Details Make a Payment FALL 2024 Current Charges Set up a Payment Plan	Testing Student Subscription Register to receive text services on your mobile phone. Wint to allow a friend or family member to pay toward your balance? Add an Authorized Party
		Customer Service [2] Terms of Use [2] Privacy Policy [2] © 2024 Neihet, Inc. and Affiliates. All Rights Reserved.

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

My SDCCD		Welcome to mySDCCD
	000	
	College Student Dashboard	

End of guide.