

Nelnet Enterprise Student Account Online Billing and Payment System

Summary User Guide

- You may access Nelnet Enterprise by logging into your secure Hollins HIS account.
 - Go to <https://my.hollins.edu> -Click on “My HIS (direct login)”
 - Or
 - Go to <https://prodssb.hollins.edu> –Click on “Enter Secure Area”
 - **Enter User ID** = A or @ system generated ID (nine characters/use CAPITAL A)
 - **Enter PIN** = Birthday (mmdyy) or personal six-digit PIN previously created
 - Select Nelnet Enterprise link on Main Menu

- When logging in for the first time, you will be asked to create a four-digit PIN to be used for verification when you need to call Nelnet directly.

- Parents and other designated Authorized Parties may access Nelnet Enterprise by visiting <https://online.campuscommerce.com>. Students must first create Authorized Parties in Nelnet Enterprise in order to view your student account. Authorized Parties receive an email invitation from Nelnet Enterprise. They simply click on the “Go to Nelnet” button to create their username and password to access your student account.

- Select **My Profile** to update your contact information, manage authentication questions and answers, add authorize parties, and manage your notification preferences.

- Select **Financial Accounts** to review credit card or banking information for electronic check or savings account payments. These profiles will be stored, so you do not have to re-enter this information each time you make a payment.

- Select **Add an Authorized Party** on the **Home** screen to create accounts for all third parties who wish to pay on your account. An email will be sent to each authorized party stating that they have been authorized to make payments on your behalf.

- Select **Transaction Details** on the **Home** screen to review your account details. This information may be printed by clicking on the **Print** link located at the top right of the screen.

- Select **View Current Statement** on the **Home** screen to review your statement details.

- Select **View Details** on the **Home** screen to view recent transactions, balances, recent payments, and any changes or adjustments that have been made to your account.

- Select the **Make a Payment** button to submit your online payment to your account. You can use a debit or credit card, and/or a checking or savings account to make a payment. ****NOTE: A 2.75% service fee will apply to all debit or credit card payments. If you need to mail in your payment, please print the remittance form using the link [Mail a Payment](#).**

- **Payment Plans**
Interest-free tuition payment plans, by term, are available as a payment option within Nelnet Enterprise for undergraduate students. For further details, please visit www.MyCollegePaymentPlan.com/hollins

- **Contact Us** – Feel free to email us at boffice@hollins.edu or call us at 540-362-6303.