Nelnet Enterprise
Student Account Online Billing
and Payment System
Undergraduate Student User Guide
Student Access

• You may access Nelnet Enterprise by logging on to your Secure Hollins HIS account at My.Hollins or Go directly to HIS logon screen at
https://prodssb.hollins.edu - click on Enter Secure Area

  – Enter User ID = A or @ system generated Hollins ID (nine characters/use CAPITAL A)

  – Enter PIN = Birthday (mmddyy) or personal six digit PIN previously created

• Select Nelnet Enterprise link on Main Menu
Accessing Through My. Hollins
https://my.hollins.edu

Click to access Hollins HIS System
Accessing HIS directly at
https://prodssb.Hollins.edu

Information System

Enter Secure Area
Log in here to view your personal information.
Help
Undergraduate Course Catalog
View course information, including course description.
Graduate Course Catalog
View course information, including course description.
Schedule of Classes
Windows Users - Internet Explorer version 9.x is recommended
MAC OSX Users - Apple Safari 5.1 is recommended
Download Adobe Acrobat Reader
Information System

Please enter your Hollins ID number that begins with a capital A, @ symbol, or 0 (zero) and your PIN which is usually set to your birthdate (mmddyy format). When finished, select Login.

**This PIN is a SIX-digit number. (Undergraduate students please note: This is NOT the four-digit registration PIN given to you by your advisor. It is usually your birthdate.)

If you have forgotten your PIN or need help with login, click here. To return to this page, use your browser's Back button.

To protect your privacy, please Exit and close your browser when you are finished.

User ID: 
PIN: 
*Enter A or @ Hollins ID number
*Enter Birthdate (mmddyy) or personal six-digit PIN previously created

Click Here for Help with Login?

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Click on Nelnet Enterprise portal
• The items in red will automatically populate with your personal information.

• Please make sure that the information is correct before hitting the Submit button at the bottom of the page.

• The first time you sign in is the only time you will see this page.
**You will be asked to create a 4-digit PIN to converse with Nelnet staff over the phone.**
This is what your Home Page will look like.
My Profile

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

See page 30 for instructions.
Under Communication Settings you can sign up for text alerts by clicking on the link in the text.
Enter your mobile number, check the box for text services, and hit Register.
You will receive this notification on your computer alerting you to an incoming text. Reply “Y” from your mobile to confirm.
You will be redirected back to your profile page to view your updates.
Select **Financial Accounts** to set-up and update all credit card or banking information for electronic checking or savings accounts that are used to make a payment. These profiles will be stored once a payment has been made, so you do not have to re-enter this information each time you make a payment.
Account Activity

Select View Details on the Home screen to view your recent transactions, balances, recent payments, and any changes or adjustments that have been made to your account.
View all tabs listed for detail information for transactions, balances, and payments made.

There is a lot of information on these screens, so take your time and look at everything!
Any changes made to the account are reflected on this page. This includes updating personal information, adding Authorized Parties, registering for text services, and adding accounts used for payment.
Select **Transaction Details** on the **Home** screen to review your account details.
Transaction Details show you your current balance, current credits, and a list of all charges, financial aid, and payments made.

Your individual account activity will show here.

You can also print this page for your records.

Note: The above is for information purposes only. Fall term charges are billed in July.
Make A Payment

Select the **Make a Payment** button on just about any screen 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.
You can pay towards your balance at any time before the due date. By clicking the small box to the left, you can pay the full amount, or you can enter in your own amount in the box to the right.

Click Next – Payment Method.
Depending on which method of payment you choose, you will see one of these two screens to set up your account.
Use the account you have just set up or add a new account to make this payment.

Authorize the payment, and you are done!
Create a Payment Plan- For further information, go to www.MyCollegePaymentPlan.com/hollins

Select the Set up a Payment Plan button on the Home screen to enroll in a term based payment plan allowing you to make monthly payments towards your balance due. Your minimum balance will need to be $500 or more in order to set up a payment plan.

Check out our Nelnet Payment Plan User Guide and our FAQs for further guidance!!!!
Notifications

The bell is where you will find important messages from the Business Office. When you have a new message, it will have a little red circle with a number in it on the top right of the bell.
Notification Center

No notifications to display.
Under the Correspondence tab you will also find records and copies of all emails that have been sent to you from Nelnet Enterprise.

<table>
<thead>
<tr>
<th>Recipient</th>
<th>Address</th>
<th>View</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your name</td>
<td><a href="mailto:YourEmail@Hollins.edu">YourEmail@Hollins.edu</a></td>
<td></td>
</tr>
</tbody>
</table>
Please contact us with any questions, boffice@hollins.edu or 540.362.6303.

Please log out when you are finished with your session! Thanks!
Create Authorized Parties

Students must first create any Authorized Parties in Nelnet Enterprise in order for them to view student account information. Authorized Parties will receive an email notification from Enterprise Nelnet. Authorized parties will simply click on “Go to Nelnet” button to create username and password.

Click here to get started.
Complete the form using the Authorized Party’s information.

Check this box for the Authorized Party to see your statements in full.

You will need to share the answer to the question you created with the Authorized Party. They will be prompted to enter the answer when they create their account.

Add the Authorized Party’s email address.

Click Save.
(Repeat these steps for each Authorized Party.)
This screen will appear after hitting the save button. Under Manage Payers, you will see a list of all the authorized parties that you have set up for your account.
Authorized Party Instructions

Hollins University
Authorized Party Invite

Authorized Party:

For your convenience, Student’s Name has added you as an Authorized Party at Hollins University. As an Authorized Party you can view information and make payments toward the balance owed to Hollins University.

To accept this invitation, go to Nelnet Campus Commerce to set up your Authorized Party account.

Thank you,
Nelnet Campus Commerce

The Authorized Party will receive this email.

Just click on Go To Nelnet.

Si usted tiene preguntas sobre esta correspondencia, llame al Servicio al cliente (800)609-8056.

Please do not reply to this automated message. The mailbox is not monitored.
The Authorized Party will need to enter the answer that was created by the student and should have been shared with the Authorized Party.
Create Account

Welcome! Thank you for using Nelnet.

Please take a few moments to create a user account.

Select Create a new Nelnet account to get started.
The items in red will automatically populate with the information that was provided by the student.

Fill out the rest of the required (*) areas of the form in the boxes provided.

Hit Next.
Create username and password, and choose security questions. Hit Submit. You may also be asked to create a four-digit PIN to verify your identity when calling Nelnet directly.
This is the Authorized Party home page. Parents and other designated Authorized Parties may access Nelnet Enterprise at any time by visiting https://online.campuscommerce.com.