

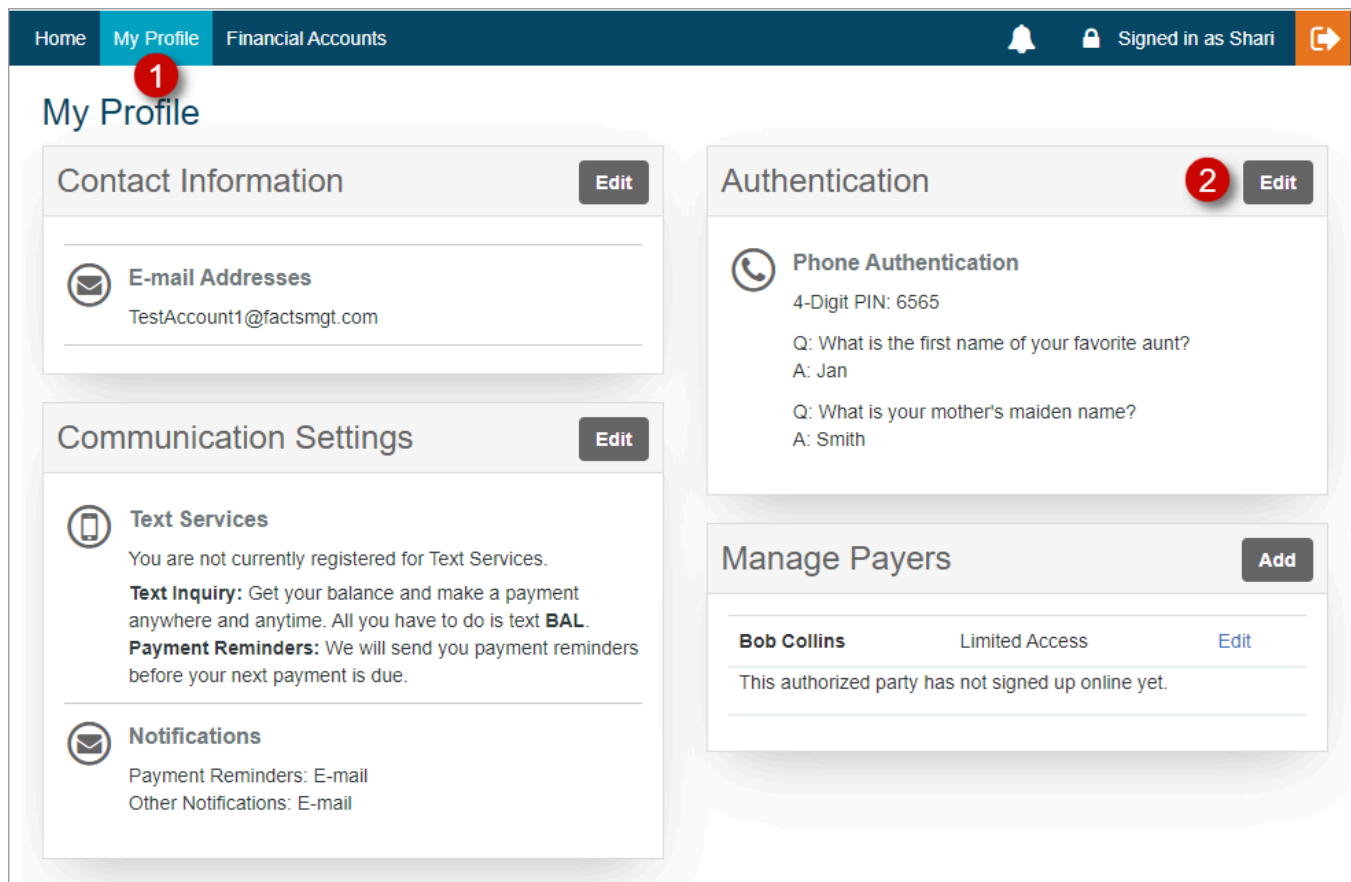
Account Profile: Authentication

This page applies to the Enterprise Payment Platform. If you are looking for QuikPay or Commerce Manager, View the [QuikPay](#) section.

To ensure a student's privacy and security, Nelnet customer service will validate the consumer's identity by asking authentication questions when an inquiry is made over the phone. This article explains how students and authorized parties can update their authentication questions.

Navigation

1. On the blue navigation bar at the top of the screen, the consumer clicks **My Profile**.
2. The consumer clicks **Edit** in the **Authentication** tile to modify their information.



Update an authentication question

The consumer selects **Edit** to update their authentication fields:

- The consumer can revise their 4 digit PIN.
- There are two security questions and answers. The consumer can select questions from the drop-down lists and enter their answers.

- Click **Save**.

 [Back to My Profile](#)

Authentication

Required fields are marked with a *

Phone Authentication

The 4-digit PIN will be used to validate your identity when you make inquiries by telephone.

*4-Digit PIN

These questions may be used by Customer Service to validate your identity when a 4-digit PIN has not been established.

*Question 1

*Answer 1

*Question 2

*Answer 2

[Cancel](#)

Save