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## Creating a User Account

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

There are several ways to access the system based on your school's configurations:

**Pass-through authentication or Single Sign On (SSO):** Student information is prefilled; user will still need to create a pin and security questions.

**Student Entered:** User can access Enterprise directly or via a specific link provided by the school.

### Creating an account through an institution specific link

One way to access the system is via an institution specific link. This link is generally placed on the institution website and directs students to the **Institution Sign In Screen** where they can sign up for a payment plan or manage their account.




**Note**

Students may not see this screen after the first visit, depending on how they log back in. The custom text you add to this screen should be directed to new users, not returning users.

### Step 1: Create a username & password

Assuming the student does not have a user account, click **Create a username & password** on the Institution's Sign In screen.

Your logo appears here

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## Sample University

Welcome!

If you have used Nelnet Campus Commerce before, simply Sign In to manage your account.

If you are new to Nelnet Campus Commerce, click Create a username & password to create an online account.

### Have an account?

[Sign in now.](#)

Sign in

### New Account

[New user? Create an online account.](#)

Create a username & password

[Having difficulties? Check our FAQs.](#)

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## Step 2: Enter email address

The system will ask for an email address to verify whether a user account already exists.

## Create Account

Please enter your e-mail address.

E-mail Address\*

Next

Cancel

[Do not have an e-mail address?](#)

## Step 3: Click Create a new Nelnet account

If no existing account exists, click **Create a new Nelnet Account**.

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## Create Account

**Welcome!** Thank you for using Nelnet.

Please take a few moments to create a user account.

[Create a new Nelnet account](#)

| [Already have an account with Nelnet?](#)

### Step 4: Enter demographic information

Complete all of the required fields and click **Next**.

# Create Account

## Contact Info

### Name

Prefix	<input type="text" value="-- None --"/>
First Name*	<input type="text"/>
Preferred Name	<input type="text"/>
Middle Name	<input type="text"/>
Last Name*	<input type="text"/>
Suffix	<input type="text" value="-- None --"/>

### Address

Country*	<input type="text" value="United States"/>
Address Line 1*	<input type="text" value="Street Address, PO Box, Company Name, c/o"/>
Address Line 2	<input type="text" value="Apartment, Suite, Unit, Building, Floor, etc."/>
<a href="#">Add another address line</a>	
City*	<input type="text"/>
State*	<input type="text" value="-- Select --"/>
Zip*	<input type="text"/>
Time Zone*	<input type="text" value="Central Time"/>

### E-mail

E-mail 1	<input type="text"/>
<a href="#">Add another e-mail address</a>	
E-mail correspondence will be sent to all e-mails provided.	

### Phone Numbers

At least one phone number is required.

Daytime Phone	<input type="text" value="US"/>	<input type="text"/>	Ext. <input type="text"/>
Evening Phone	<input type="text" value="US"/>	<input type="text"/>	Ext. <input type="text"/>
Mobile Phone	<input type="text" value="US"/>	<input type="text"/>	

## Step 5: Choose username, password, and security questions

A Nelnet Account consists of:

- Username
- Password
- 4 Digit PIN - This PIN will be used for identification if a student has forgotten their password.
- Two Telephone ID Questions - These questions are used by Nelnet Campus Commerce student service associates to validate a student's identity when they make inquiries by phone.

### Create Account

#### Online Account Profile

Required fields are marked with a \*

#### Username and Password

Username*	<input type="text"/>	<ul style="list-style-type: none"><li>✓ Do not include spaces in your password</li><li>✗ Password must contain at least 8 characters</li><li>✗ Password must contain at least one letter</li><li>✗ Password must contain at least one number</li><li>✗ Password must include at least one special character: !@#%&amp;*()_+.</li><li>✓ Password must not have any invalid characters</li><li>✓ Passwords are case sensitive</li><li>✓ Password cannot contain the username</li></ul>
Password*	<input type="password"/>	
Confirm Password*	<input type="password"/>	

#### Phone Authentication

This information will be used to validate your identity when making inquiries by telephone. Choose information you will easily remember.

4-Digit PIN*	<input type="text"/>
Telephone ID Question 1*	<input type="text" value="-- Select --"/>
Question 1 Answer*	<input type="text"/>
Telephone ID Question 2*	<input type="text" value="-- Select --"/>
Question 2 Answer*	<input type="text"/>

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