

Student View: Customer Service

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


Students can read our Frequently Asked Questions (FAQs) to find out how to fix page/website issues and how to contact Nelnet Campus Commerce.

The Customer Service link always appears near the top of the screen. The questions displayed vary based on whether or not the consumer is signed in to their account.

When the consumer is not signed in, questions pertaining to sign in issues will display. These questions do not appear when the consumer accesses the customer service link while signed in.



Customer Service



Please refer to the Frequently Asked Questions before calling.
800-609-8056

Frequently Asked Questions

Sign In Issues

[Expand All](#) | [Collapse All](#)

- My username and/or password are not recognized
- I have not received an e-mail after requesting my username/password
- What is a registration code? How do I find it?
- My account is locked
- I have forgotten the e-mail address I used when I registered (or the e-mail address I used is no longer valid)
- How do I change my password, security questions, or e-mail address?

Common Questions

[Expand All](#) | [Collapse All](#)

- I receive a message at the top of the page that says my cookies are not enabled
- I receive a message at the top of the page that says I already have a session open
- How can I make this web site a favorite or bookmark in my browser?
- When I click on a paperclip or other document link to view, nothing happens