

@netnet CAMPUS COMMERCE

How to Add Authorized Users

Access Nelnet Campus Commerce through myMount

The screenshot shows the myMount website interface. At the top, there is a navigation menu with items: Home, Academics, Learning Resources, Finances, Human Resources, Policies, Mount Community, Technology, Transformation 2025, Testing, Help, and My Pages. Below the navigation menu is a breadcrumb trail: "You are here: Finances > My Account". On the left side, there is a "My Account" dropdown menu with the following items: My Account Balances, My Nelnet Account (highlighted with a red arrow), eCampus Bookstore Advance Requests, Student Refund Choice, My 1098-T, HEERF Eligibility and Status, Student Billing & Financial Aid, and Financial Aid. Below the "My Account" dropdown is a "Quick Links" section with various links. The main content area is titled "Finances" and contains several sections: "My Account Balances" with a link to view the home page, "My Nelnet Account" with information about the partnership with Nelnet and a "Go to Nelnet" link, "eCampus Bookstore Advance Requests" with a link to view requests, and "Where did the Course and Fee Statement go?" with information about the replacement of the statement. At the bottom, there are two sections: "Student Refund Choice - Introduction" with a link to the Student Refund Choice page, and "HEERF Eligibility and Status" with a search bar.

Login to myMount then select the following items:

- Finances from the blue Menu Bar
- My Nelnet Account under My Account

Select this link

myMount



Home Academics Learning Resources Finances Human Resources Policies Mount Community Technology Transformation 2025 Testing Help My Pages

You are here: [Finances](#) > [My Account](#) > [My Nelnet Account](#)

Finances

My Account

Student Billing & Financial Aid

Financial Aid

Quick Links

My Pages

COVID-19 Resources

Blackboard

Campus Directory

Email

Mission & Catholic Identity

Mobile Print

myMountGo

Athletics (msjlions.com)

eCampus Bookstore

ROAR Store

Library (library.msjeu)

www.msjeu

Finances



My Nelnet Account

Mount St. Joseph University partners with Nelnet to provide payment plan and student billing services.

The first time you visit the Nelnet site, you will be asked to create an account.

Through Nelnet, you can make one-time payments for fall, spring, and summer semesters. You can also enroll in a payment plan (fees apply) for fall and spring semesters.

[Go to Nelnet](#)

To Add Authorized/Manage Payers in Nelnet

1. On the blue navigation bar at the top of the screen, the student clicks “My Profile.”
2. Click Add or Edit in the Manage Payers section, depending on the action you want to take.

The screenshot displays the user interface of the Nelnet portal. At the top, the MSJ Mount St. Joseph University logo is on the left, and the Nelnet Campus Commerce logo, an 'es' Español button, and a Customer Service icon are on the right. A dark blue navigation bar contains 'Home', 'My Profile' (highlighted in yellow), and 'Financial Accounts'. On the right side of this bar, there is a notification bell, a lock icon, and the text 'Signed in as Ima' next to a share icon.

The main content area is titled 'My Profile' in a box. It is divided into several sections:

- Contact Information** (with an 'Edit' button):
 - Address**: c/o Jill Hulsman, Student Administrative Services, 5701 Delhi Rd, Cincinnati, OH 45233, United States.
 - E-mail Addresses**: mountweb@msj.edu.
 - Phone Numbers**: Office: (513)244-4717.
- Authentication** (with an 'Edit' button):
 - Phone Authentication**: 4-Digit PIN: 6342. Q: What is the last name of your third grade teacher? A: Birch. Q: What is the first name of your favorite uncle? A: Leo.
- Communication Settings** (with an 'Edit' button):
 - Text Services**: You are not currently registered for Text Services.
 - Payment Reminders**: We will send you payment reminders before your next payment is due.
 - Notifications**: Payment Reminders: E-mail, Other Notifications: E-mail.
- Manage Payers** (with an 'Add' button):
 - An authorized party is someone you authorize to discuss your account and make changes on your behalf.

Adding an Authorized Party

1. **Authorized Party (AP) Information:** Complete the First & Last Name Fields
2. Students can check to **Include Details that may up my balance**. This allows the authorized party to view the transaction details that make up the student's balance.
3. **Authorized Party Authentication:** The authorized party will receive an email invitation to create an online account. For security purposes, they will have to know the correct answer to this security question to gain access to create an online user account. The AP should contact the student if they don't know the answer to this security question.
4. **Web Access:** The student determines whether the authorized party can create an online account by entering their email address. Upon saving, an email will generate to the authorized party inviting them to create a user account.
5. **Terms and Conditions:** Provides information about what they are authorizing.
6. Click **Save**.

[← Back to My Profile](#)

Add Authorized Party

Required fields are marked with a *

* First Name

* Last Name

Authorized Party Access

Authorized Parties will have access to your Mount St Joseph University account balance and the activity that the Authorized Party has initiated on your behalf, such as payments. They do not have access to your contact information, user credentials, other Authorized Parties or your financial account information.

Include the details that make up my balance.

Authorized Party Authentication

Create a question that the authorized party will know the answer to. You may want to inform the authorized party of this question and answer.

* Authorized Party Authentication Question

* Authorized Party Authentication Answer

Web Access

Enter an e-mail address to allow this person to create an account and pay online. We recommend entering a private e-mail address that only the authorized party can access and not a work or shared e-mail address. An e-mail will be sent to this address upon save. If the E-mail Address field is left blank, the authorized party will only be able to discuss your account over the phone.

E-mail Address

Terms and Conditions

In compliance with the Family Educational Rights and Privacy Act of 1974 (as amended), your educational records and your student account information may not be released to a third party (e.g. your spouse, parents, sponsor, etc.) without your explicit permission. By creating an Authorized Party you are giving explicit consent for that individual to view and discuss your account information, make payments on your behalf, and for us to provide information to that individual about the balance of your account. This authorization will remain in effect until you remove the individual as an Authorized Party on your account.

By adding this Authorized Party you, Ima Test, agree to the terms and conditions.

[Cancel](#) [Save](#)

Video tutorial: Student sets up an Authorized Party

- Includes an overview of FERPA (Family Educational Rights and Privacy Act)
- Learn how a student can add a new authorized payer
- Learn how a student can deactivate an authorized payer
- This tutorial is specific to the Enterprise platform for Nelnet Campus Commerce
- Length: 4m 3s
- Vimeo link: <https://vimeo.com/800610199/e64b1c0132>



Sample invitation for Online Access

Nelnet Community College

Authorized Party Invite

Andrea Smith
Customer #: 5001178143

Maya Mercer:

For your convenience, Andrea Smith has added you as an Authorized Party at Nelnet Community College. As an Authorized Party you can view information and make payments toward the balance owed to Nelnet Community College.

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

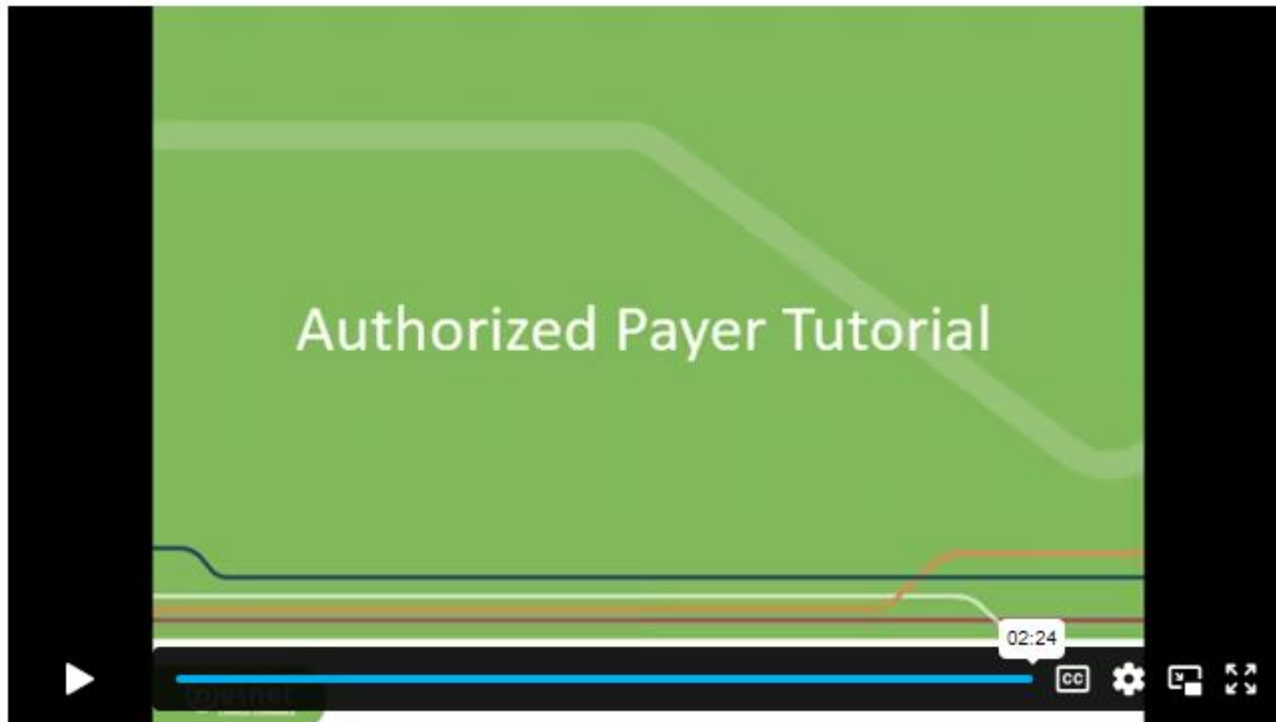
[Go to Nelnet](#)

Thank you,
Nelnet Campus Commerce

Please do not reply to this automated message. The mailbox is not monitored.

Video Tutorial: Authorized Payer sets up their user account

- Learn how an Authorized Payer sets up their account
- This tutorial is specific to the Enterprise platform for Nelnet Campus Commerce.
- Length: 2m 24s
- Vimeo link: <https://vimeo.com/799620895/73497c3d87>



Resending an invitation

The link in the authorized party invitation does not expire, but if the user doesn't have the invite, it can be resent.

1. On the blue navigation bar at the top of the screen, the student clicks **My Profile**.
2. Click **Edit** for the appropriate Authorized Party

The screenshot shows the 'My Profile' page with a navigation bar at the top containing 'Home', 'My Profile', and 'Financial Accounts'. A success message at the top reads 'Success! The change was made and saved.' The profile is divided into several sections: 'Contact Information' (with an 'Edit' button) containing address, email, and phone numbers; 'Authentication' (with an 'Edit' button) containing a 4-digit PIN and two security questions; 'Manage Payers' (with an 'Add' button) showing 'Bursar Mount St. Joseph University' with 'Limited Access' and an 'Edit' button; and 'Communication Settings' (with an 'Edit' button) containing 'Text Services' and 'Notifications' options.

3. Scroll to the bottom of the page, confirm the email address is correct in the Web Access area, then click **Save and Send**.
* The other fields can be also edited during this step if needed

Web Access

Enter an e-mail address to allow this person to create an account and pay online. We recommend entering a private e-mail address that only the authorized party can access and not a work or shared e-mail address. An e-mail will be sent to this address upon save. If the E-mail Address field is left blank, the authorized party will only be able to discuss your account over the phone.

E-mail Address

Last e-mail sent to: bursar@msj.edu 12 Jun 2023 10:34 AM

Terms and Conditions

In compliance with the Family Educational Rights and Privacy Act of 1974 (as amended), your educational records and your student account information may not be released to a third party (e.g. your spouse, parents, sponsor, etc.) without your explicit permission. By creating an Authorized Party you are giving explicit consent for that individual to view and discuss your account information, make payments on your behalf, and for us to provide information to that individual about the balance of your account. This authorization will remain in effect until you remove the individual as an Authorized Party on your account.

By adding this Authorized Party you, Ima Test, agree to the terms and conditions.

Cancel **Save and Send**

Deactivating an authorized party

- The student can select to **Deactivate** an Authorized Party
- Click **Save**

[← Back to My Profile](#)

Edit Authorized Party

Required fields are marked with a *

* First Name

Bursar

* Last Name

Mount St. Joseph University

Authorized Party Access

Limited - The authorized party can view your balances only.

Deactivate - By deactivating this authorized party you are removing their right to access your account balance.

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By adding this Authorized Party you, Ima Test, agree to the terms and conditions.

Cancel

Save