

First step to access the payment portal is to log into your NLU student portal.

<https://my.nl.edu>

The screenshot shows the National Louis University Portal homepage. At the top is a blue header with the text "NATIONAL LOUIS UNIVERSITY PORTAL" and a bell icon. Below the header is a row of five images: a man pointing, two women smiling, a man at a laptop, a woman at a laptop, and a man in a red NLU shirt. The main content area is divided into three columns. The left column has a "COVID-19 Resources" section with a "LATEST" update and "COVID Resource Links". The middle column has a "Welcome New Hires!" section with a welcome message and lists of staff for NCE, Student Affairs, Enrollment & Marketing, and USC. The right column has a "My Info" section with links for "LIVETEXT PIN" and "VIEW YOUR LIBRARY AND NLU ID", and a "Password Tools" section with a "Password Reset" link.

NATIONAL LOUIS UNIVERSITY PORTAL

COVID-19 Resources

LATEST: Beginning June 15, 2020, National Louis University has started opening up its facilities in a phased approach beginning with 122 S. Michigan and Wheeling. To stay updated, please look for the weekly #NLUStrong COVID-19 e-newsletter, visit nl.edu/alert, or email covid19@nl.edu.

COVID Resource Links

- Steps to Prevent Illness
- What to Do if You are Sick
- Preventing the Spread of COVID-19 at Home

Welcome New Hires!

The Office of Human Resources, on behalf of all our employees, would like to welcome our October New Hires. Please extend a warm NLU welcome the next time you see one of our new hires. Congratulations and Welcome to NLU!

NCE
Alexandra Escobar
Lynn Albree
Allen Rosales
Marisol Rodriguez
Natalia Zuniga
Debra Harris

Student Affairs
Marquetta Scott

Enrollment & Marketing
Les Rayford
Aaron Graham
Astin Tafoya
Maria Marini
Jennifer Robles

USC

My Info

LIVETEXT PIN: You no longer need your livetext pin when calling for support.

VIEW YOUR LIBRARY AND NLU ID

Password Tools

Password Reset

To reset your password, [click here](#)

Hover over the tool bar on the left with your pointer and click Student Services.

The screenshot shows the National Louis University Portal. The left sidebar has a dark blue background with a search bar and a list of navigation links: WELCOME, STUDENT SERVICES (highlighted with a mouse cursor), STUDENT, ONLINE CAMPUS (D2L), FACULTY STAFF, FACULTY STAFF EMAIL, MY SERVICES, DIRECTORY, WORKFLOW, MULTI CAMPUS MAPS, and MY ACCOUNT. The main content area has a blue header with the university logo and name. Below the header is a banner with five images of students and faculty. The banner images show: a man pointing, two women smiling, a man at a laptop, a woman at a laptop, and a man at a desk. Below the banner are four sections: 'Resources' with text about COVID-19, 'Welcome New Hires!' with a welcome message and contact lists for NCE, Student Affairs, and Enrollment & Marketing, 'My Info' with links for LIVETEXT PIN and library ID, and 'Password Tools' with a link for password reset.

Search Apps...

- WELCOME
- STUDENT SERVICES
- STUDENT Student Services
- ONLINE CAMPUS (D2L)
- FACULTY STAFF
- FACULTY STAFF EMAIL
- MY SERVICES
- DIRECTORY
- WORKFLOW
- MULTI CAMPUS MAPS
- MY ACCOUNT

NATIONAL LOUIS UNIVERSITY PORTAL

Resources

On June 15, 2020, National Louis University has started...
...in a phased approach beginning with 122 S. Michigan...
...stay updated, please look for the weekly #NLUstrong...
...letter, visit nlu.edu/alert, or email covid19@nlu.edu.

Welcome New Hires!

The Office of Human Resources, on behalf of all our employees, would like to welcome our October New Hires. Please extend a warm NLU welcome the next time you see one of our new hires. Congratulations and Welcome to NLU!

NCE
Alexandra Escobar
Lynn Albee
Allen Rosales
Marisol Rodriguez
Natalia Zuniga
Debra Harris

Student Affairs
Marquette Scott

Enrollment & Marketing
Les Rayford
Aaron Graham
Austin Tafayn
Maria Menni
Jennifer Robles

My Info

LIVETEXT PIN: You no longer need your livetext pin when calling for support.

VIEW YOUR LIBRARY AND NLU ID

Password Tools

Password Reset
To reset your password, [click here](#)

Then scroll down to the Financial Aid Menu and click the “View/Pay Bill” link

The screenshot displays the National Louis University Portal. The top navigation bar is blue with the text "NATIONAL LOUIS UNIVERSITY PORTAL". On the left is a dark blue sidebar with various icons. The main content area is white and divided into several sections. The "Financial Aid" section is highlighted, showing a list of links including "View/Pay Bill", "How to Make Payments Online", "Account Summary by Term", "Financial Aid Resources", "Book Vouchers", "Tuition & Fees", "FAFSA — Free Application for Federal Student Aid", "Complete Verification and other financial aid requirements", "Financial Literacy Tool", and "NLU Payment Options and Promissory Note". An image of a calculator is shown next to this list. Below the Financial Aid section is the "Academic Advising and Registration" section, which includes links like "Transfer Credit", "View Unofficial Transcript", "Degree Evaluation", "Register for a Course", "Search for a Course", "Drop or Withdraw From a Course", "View My Schedule", and "Academic Advising Site", accompanied by an image of books. To the right of the Financial Aid section, there is a box for "Student email to start personalizing your Handshake account." with a text input field containing "jsmith7@my.nlu.edu". Below this is the "Learning Support" section with links for "Request an Appointment", "ADA Accommodations", "Drop-off Essay", "Events and Workshops", and "Student Resources", along with a text box stating "Tutor.com, our online tutoring service, is available from the Student Support menu in D2L (NLU Online Campus)" and an image of a hand holding a document. At the bottom right is the "Student Housing" section with links for "Student Housing" and "Apply for Housing". On the far right, there is a vertical list of links including "Apply for your Degree & Commencement", "Print Official Enrollment Verification", "View Deferment Information", "Request Professional Educator License or Endorsement", "Apply for Completion Statement", "Ventra U-Pass", "Issue Resolution", "Career Development Office", "Student Information Release Authorization (Paper form)", and "Student Information Release Authorization (Electronic request)", next to an image of a grey hoodie with "NATIONAL LOUIS" on it. The bottom of the page shows a browser address bar with "https://banner.nlu.edu/ssomanager/c/SSB" and a system clock showing "11:04 AM".

NATIONAL LOUIS UNIVERSITY PORTAL

Financial Aid

- View/Pay Bill
- How to Make Payments Online
- Account Summary by Term
- Financial Aid Resources
- Book Vouchers
- Tuition & Fees
- FAFSA — Free Application for Federal Student Aid
- Complete Verification and other financial aid requirements
- Financial Literacy Tool
- NLU Payment Options and Promissory Note

Academic Advising and Registration

- Transfer Credit
- View Unofficial Transcript
- Degree Evaluation
- Register for a Course
- Search for a Course
- Drop or Withdraw From a Course
- View My Schedule
- Academic Advising Site

student email to start personalizing your Handshake account.

Student email address (example): jsmith7@my.nlu.edu

Learning Support

- Request an Appointment
- ADA Accommodations
- Drop-off Essay
- Events and Workshops
- Student Resources

Tutor.com, our online tutoring service, is available from the Student Support menu in D2L (NLU Online Campus)

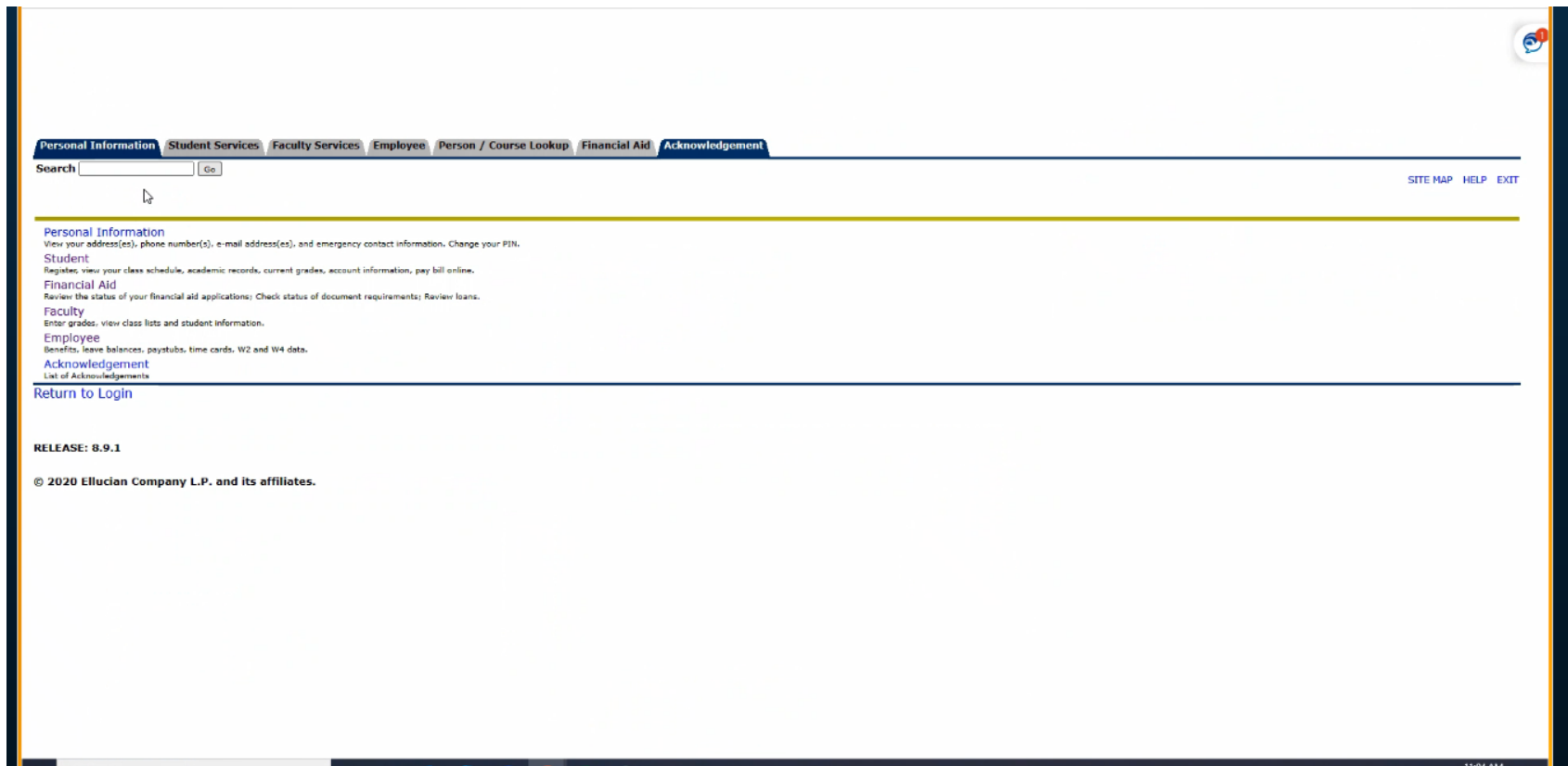
Student Housing

- Student Housing
- Apply for Housing

- Apply for your Degree & Commencement
- Print Official Enrollment Verification
- View Deferment Information
- Request Professional Educator License or Endorsement
- Apply for Completion Statement
- Ventra U-Pass
- Issue Resolution
- Career Development Office
- Student Information Release Authorization (Paper form)
- Student Information Release Authorization (Electronic request)

https://banner.nlu.edu/ssomanager/c/SSB 11:04 AM

Then click the "Student Services" tab



The screenshot shows a web application interface. At the top right, there is a circular icon with a blue and red design. Below it is a horizontal navigation bar with several tabs: "Personal Information", "Student Services", "Faculty Services", "Employee", "Person / Course Lookup", "Financial Aid", and "Acknowledgement". The "Student Services" tab is highlighted. Below the navigation bar is a search bar with the text "Search" and a "Go" button. To the right of the search bar are links for "SITE MAP", "HELP", and "EXIT". Below the search bar is a sidebar menu with the following items: "Personal Information" (with a sub-link "View your address(es), phone number(s), e-mail address(es), and emergency contact information. Change your PIN."), "Student" (with a sub-link "Registers, view your class schedule, academic records, current grades, account information, pay bill online."), "Financial Aid" (with a sub-link "Review the status of your financial aid applications; Check status of document requirements; Review loans."), "Faculty" (with a sub-link "Enter grades, view class lists and student information."), "Employee" (with a sub-link "Benefits, leave balances, paystubs, time cards, W2 and W4 data."), and "Acknowledgement" (with a sub-link "List of Acknowledgements"). Below the sidebar menu is a link for "Return to Login". At the bottom left, there is a "RELEASE: 8.9.1" label and a copyright notice "© 2020 Ellucian Company L.P. and its affiliates." At the bottom right, there is a timestamp "11:01 AM".

Personal Information Student Services Faculty Services Employee Person / Course Lookup Financial Aid Acknowledgement

Search Go

SITE MAP HELP EXIT

Personal Information
View your address(es), phone number(s), e-mail address(es), and emergency contact information. Change your PIN.

Student
Registers, view your class schedule, academic records, current grades, account information, pay bill online.

Financial Aid
Review the status of your financial aid applications; Check status of document requirements; Review loans.

Faculty
Enter grades, view class lists and student information.

Employee
Benefits, leave balances, paystubs, time cards, W2 and W4 data.

Acknowledgement
List of Acknowledgements

Return to Login

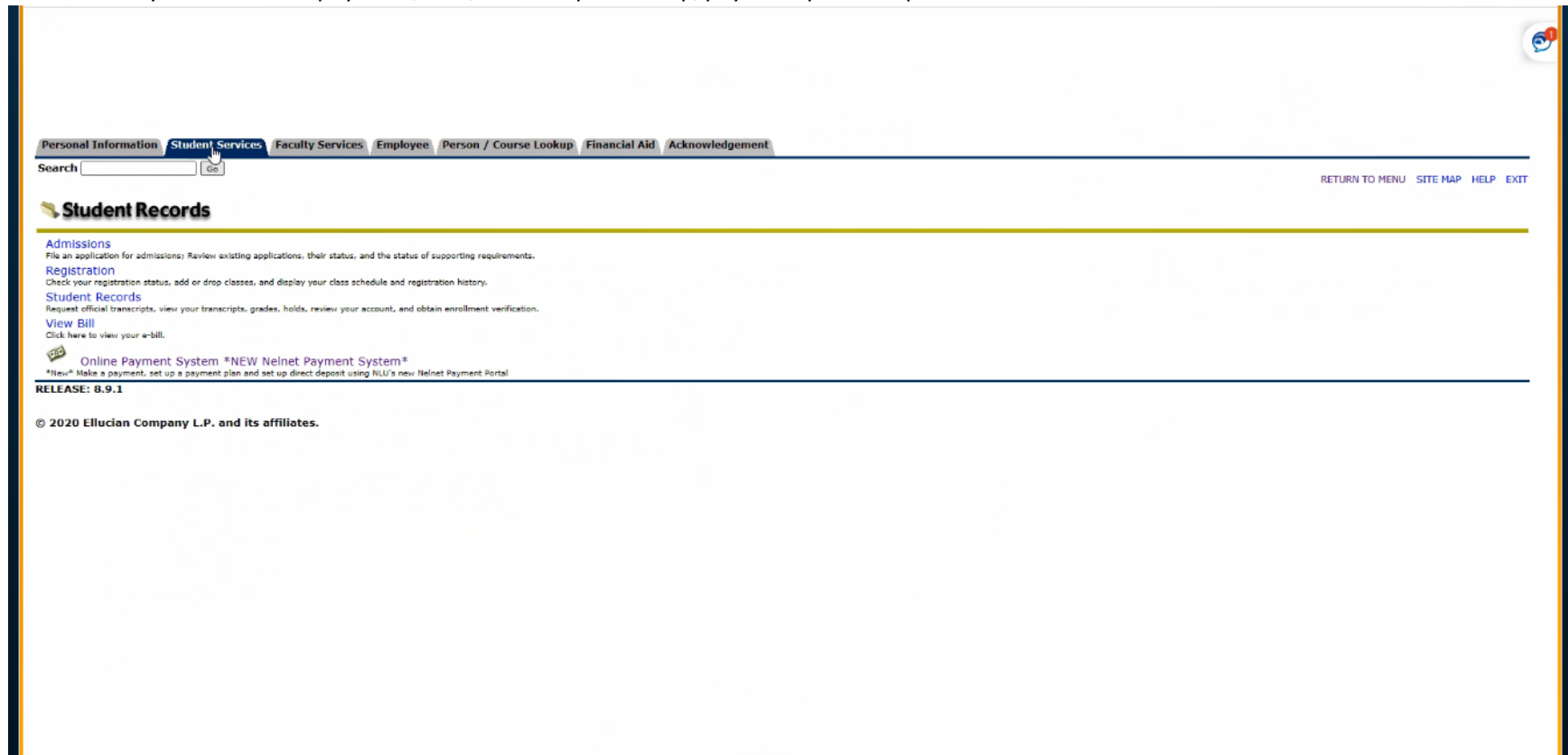
RELEASE: 8.9.1

© 2020 Ellucian Company L.P. and its affiliates.

11:01 AM

Now you will see the “Student Records” Menu

The “View Bill” link will take you to your eBills produced prior to November 2020. The “Online Payment System *NEW Nelnet Payment System*” link will take you to our new payment/eBill/direct deposit setup/payment plan setup screen.



You will need to setup your security question and answers with Nelnet. Those are required in case you ever contact Nelnet directly with account questions. They will use that information to ensure they are speaking to the right person.

This is your Nelnet home screen that is connected to your student account at NLU. It will show you your current balance due and allow you to click through to make a payment, set up a payment plan –both current term and past due, and setup your direct deposit for refunds.

The screenshot displays the Nelnet home screen for a student at National Louis University (NLU). The page features a blue navigation bar at the top with the NLU logo and the text "NATIONAL LOUIS UNIVERSITY". To the right of the logo are links for "nelnet", "Español", and "Customer Service". The navigation bar also includes a search icon, a notification bell, a lock icon, and a user profile icon. Below the navigation bar, the main content area is divided into several sections. On the left, there is a "Payment Activity" section showing a "Current Balance" of "\$0.00" and a link to "View Details". Below this is a "Refunds" section with a "Manage Refunds" button. On the right, there is a sidebar with three links: "Register to receive text services on your mobile phone.", "Want to allow a friend or family member to pay toward your balance?", and "Add an Authorized Party.". The footer of the page contains the text "© 2001-2020 Nelnet, Inc. and Affiliates. All Rights Reserved." and links to "Customer Service", "Terms of Use", and "Privacy & Security".

If you have an amount due, you can setup a Payment Plan to pay your balance over time. Current term payment plans can be setup for up to 3 payments. Past due payment plans can be extended up to 11 payments.

Current term payment plan fee = \$25

Past due payment plan fee = \$25 - \$45 dependent on the number of months.

Both plans allow you to setup automatic recurring payments using your credit card or bank account.

Click on the “Set up a Payment Plan” button to begin the process

The screenshot displays the Netnet portal for National Louis University. The header includes the university logo, the Netnet logo, and links for 'Español' and 'Customer Service'. The navigation bar contains 'Home', 'My Profile', and 'Financial Accounts'. The main content area features a 'Payment Activity' card with a current balance of \$430.00 and a 'Set up a Payment Plan' button highlighted by a mouse cursor. Other cards include 'Refunds' with a 'Manage Refunds' button, and a section for 'FALL 2020 Current Charges' with an 'AMOUNT DUE' of \$430.00. The footer contains copyright information for Netnet, Inc. and links for 'Customer Service', 'Terms of Use', and 'Privacy & Security'.

NATIONAL LOUIS UNIVERSITY

Netnet

es Español Customer Service

Home My Profile Financial Accounts

Payment Activity View Details

Current Balance \$430.00 Transaction Details

Make a Payment

FALL 2020 Current Charges AMOUNT DUE \$430.00

Set up a Payment Plan

Refunds

Manage Refunds

Register to receive text services on your mobile phone.

Want to allow a friend or family member to pay toward your balance? Add an Authorized Party.

207 120.9.11110.10847

Customer Service | Terms of Use | Privacy & Security

© 2001-2020 Netnet, Inc. and Affiliates. All Rights Reserved.

Click "Begin". You may also choose to add a designated payer at this point.

The screenshot shows the National Louis University payment portal. At the top, there is a header with the National Louis University logo, the Nelnet logo, and links for 'Español' and 'Customer Service'. Below the header, the text 'National Louis University' is displayed. The main content area is titled 'Welcome' and contains a message about designating an authorized payer. A red arrow points to the link 'Want to designate another payer?'. Below this, there are three steps to add an authorized payer. At the bottom, there are 'Begin' and 'Cancel' buttons. The footer contains the text '© 2001-2020 Nelnet, Inc. and Affiliates. All Rights Reserved.' and 'Customer Service | Terms of Use | Privacy & Security'.

National Louis University

Welcom

If someone other than a student will be making payments or setting up a payment plan, you will need to designate them as an **AUTHORIZED PAYER** in our system.

STEPS TO ADD AN AUTHORIZED PAYER:

1. The student will need to designate the Authorized Payer. Please click on the "WANT TO DESIGNATE ANOTHER PAYER?" link in the top right corner of the page.
2. Once you have completed the required information, an email will be sent to the Authorized Payer with a link to log into the payment system.
3. When the Authorized Payer has accessed the payment system, the Authorized Payer can complete a payment plan or make a payment on the student's behalf.

Want to designate another payer?

Begin Cancel

© 2001-2020 Nelnet, Inc. and Affiliates. All Rights Reserved. Customer Service | Terms of Use | Privacy & Security

Add your authorized payer by completing the next few screens.

[← 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 National Louis 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. 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, Jorge Olivares, agree to the terms and conditions.

If you choose not to add an authorized payer, you will be taken to the screen below to setup your payment plan

Complete the security questions. These are used by Nelnet to authenticate a user that contacts them directly for assistance.

Fall 2020

Progress Tracker

Contact Information

Amount Due

Plan Options

Payment Details

Payment Schedule

Review & Authorize

Thank You

Demographics

Student ID*

Name

E-mail Addresses

✓ Please send me e-mail payment reminders. Details

All correspondence will be sent via e-mail only.
Correspondence will be sent to all e-mail addresses provided.

Edit Details

I certify that I am the subscriber to the provided cellular or other wireless number. To stay informed and receive the best service, I authorize Nelnet and its representatives and agents to contact me regarding my account at any current and future numbers that I provide for my cellular telephone or other wireless device using automatic dialing systems, artificial or prerecorded messages, and/or SMS text messages. I understand that standard message and data rates may be charged by my service provider(s).

Security

Telephone Identification Questions

Please select two Telephone ID questions and provide answers below. These questions will be used by Nelnet customer service to validate your identity when you make inquiries by telephone.

Question 1*

Answer 1*

Question 2*

Answer 2*

Back

Next

Save & Exit

Cancel

209

Y20 S 11110 10647

Customer Service | Terms of Use | Privacy & Security

© 2001-2020 Nelnet, Inc. and Affiliates. All Rights Reserved.

Confirm the amount due and click “Next”



netnet
advice company

es Español

Customer Service



National Louis University

Fall 2020

LIVE HELP

Progress Tracker

Contact Information

Amount Due

Plan Options

Payment Details

Payment Schedule

Review & Authorize

Thank You

Amount Due

Name	Amount Due	
	430.00	View Details

Back

Next

Cancel

209
V20 9 1110.10847

Customer Service | Terms of Use | Privacy & Security

© 2001-2020 Nelnet, Inc. and Affiliates. All Rights Reserved.

You will then be presented with your payment plan options. If you setup your current term payment plan at the start of the term, you will see a three month option. As we progress through the term, the number of months available may be reduced. Select the radial button to choose your plan and then click “Next”



NATIONAL
LOUIS
UNIVERSITY



es Español

Customer Service



National Louis University

Fall 2020

LIVE HELP

Progress Tracker

Contact Information

Amount Due

Plan Options

Payment Details

Payment Schedule

Review & Authorize

Thank You

Payment Plan Options

Amount Due to National Louis University: \$430.00

Select a payment schedule Show: All Items Selected

Monthly Payments

Select	Payment Method	Down Payment (Due Today)	Number of Payments	Beginning Month	1st Payment Amount	Available Payment Days	Last Day to Enroll	Enrollment Fee (Due Today)
☐	Automatic Payments from - Bank Account - Credit Card	\$215.00	1	December 2020	\$215.00	14th	03 Dec 2020	\$25.00

Step 1

Step 2

Next

Cancel

211
920.9.11110.10047

Customer Service | Terms of Use | Privacy & Security

© 2001-2020 Nelnet, Inc. and Affiliates. All Rights Reserved.

Confirm that you are aware of the payment plan fee.



NATIONAL
LOUIS
UNIVERSITY



es Español

Customer Service



National Louis University

Fall 2020

LIVE HELP

Progress Tracker

Contact Information

Amount Due

Plan Options

Payment Details

Payment Schedule

Review & Authorize

Thank You

Payment Plan Options

Amount Due to National Louis University: \$430.00

Select a payment schedule Show: All Items Selected

Monthly Payments

Select	Payment Method	First Day to Enroll	Enrollment Fee (Due Today)
☒	Automatic Payments from - Bank Account - Credit Card	Dec 2020	\$25.00

Back

Next

Cancel

Enrollment Fee

There is a nonrefundable enrollment fee to participate in the option you selected.

OK

Cancel

211

V20.9-11110 10/6/20

Customer Service | Terms of Use | Privacy & Security

© 2001-2020 Nelnet, Inc. and Affiliates. All Rights Reserved.

Then setup your payment account. Once you complete the process, your first payment plus the enrollment fee will be charged to your credit card or bank account used to make the payment and post directly to your student account. **The convenient progress tracker will show you which step you are on while going through the process of setting up your plan.**

National Louis University

Fall 2020

Progress Tracker

Contact Information Amount Due Plan Options **Payment Details** Payment Schedule Review & Authorize Thank You

Add Account

Credit Card Details

Required fields are marked with an *

Please enter your name exactly as it appears on your Credit Card.

Account Holder Name*

Card Number*

Card Brand*

Expiration Date* /

Security Code (CVV)*

Billing Address

Please enter the address as it appears on your billing statement.

Country*

Address Line 1*

Address Line 2 Add

City*

State*

ZIP/Postal Code*

209
v20.0.11110.10847

Customer Service | Terms of Use | Privacy & Security
© 2001-2020 Nelnet, Inc. and Affiliates. All Rights Reserved.

Subsequent payments within the plan will be made automatically on the the scheduled payment date. We have selected the payment date of the 14th of each month for you. If the 14th falls on a weekend, the payment will be taken on the Monday following the weekend. You will receive payment reminders from Nelnet each month a payment is due.

A new current term payment plan must be setup at the start of each new term.