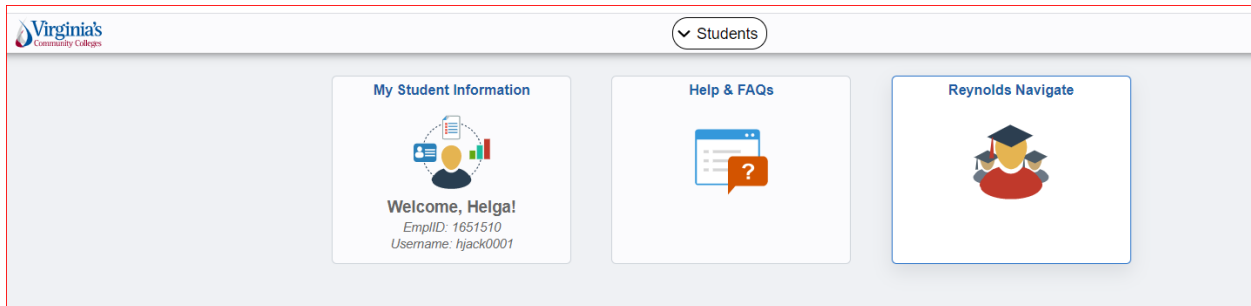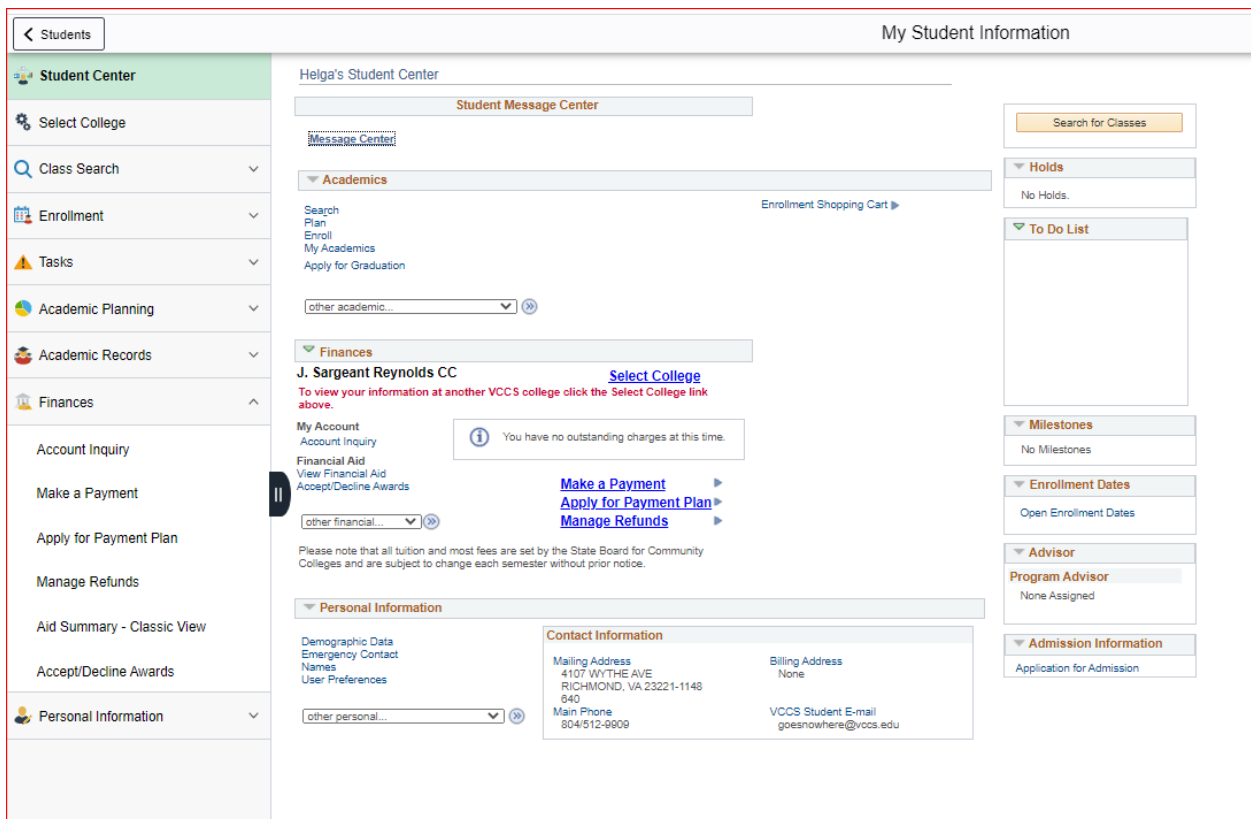# Refund Experience- Student

Below are steps for students for students to manage or enroll in Refunds with Nelnet

Click on the My Student information Title

Click on Manage Refunds to pass over to Nelnet

First time students may have to create their profile first

Create Account

Go To Old Create Account Page

Contact Info

Welcome. Please take a few moments to review and complete your contact information.

Name

Prefix	-- None --
First Name*	
Middle Name	
Last Name*	
Suffix	-- None --

Address

Country*	United States
Address Line 1*	1234 Test
Address Line 2	Apartment, Suite, Unit, Building, Floor, etc.

Add another address line

City*	Lincoln
State*	Nebraska
Zip*	68507
Time Zone*	Eastern Time

E-mail

E-mail 1*	test@nelnet.net

Add another e-mail address

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

Phone Numbers

At least one phone number is required.

Daytime Phone	US	(402) 222-2222	Ext.
Evening Phone	US		Ext.
Mobile Phone	US		

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). By clicking 'Submit' below, you agree to such contact related to your account.

Submit

Existing Students will land on their Nelnet Dashboard

Once on the dashboard, Click on Manage Refunds

Enroll in Dual Authentication (Not all VCCS campuses may require this in the Refund system)

Enter code received, if applicable. Click Submit

Enter Secondary Email (Optional) and click Save

Click Edit Refund Method to enroll in ACH (you can see enrollment to the left side)

Enter Financial Info and Click Save

Profile will now show enrolled at the top and history updated with the change

Once a refund is loaded, additional tab will show with refund info. You can click on the date to get additional detail on the refund. You can hover over the '?' to get more info on the status.

Welcome, Lisa Daley

Refund Method

⚠ Not Enrolled   Edit Refund Method   Edit Profile   🕐

| Refund History | Change History |

Submitted Date	Amount	Status		Payment Method	Requests
🔍 8/26/2021	$417.25	Pending	❓	Check	