

Account Profile: Communication Settings

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

Students can sign up for reminders and text alerts in the Communication Settings page. This option will display once a payment plan has been established.

Navigation

1. On the blue navigation bar at the top of the screen, click **My Profile**.
2. Click **Edit** in the **Communications Settings** section.

The screenshot shows the 'My Profile' page with the following sections:

- Contact Information**: Includes an 'E-mail Addresses' field with the value 'TestAccount1@factsmgt.com' and an 'Edit' button.
- Authentication**: Includes 'Phone Authentication' with a 4-Digit PIN of 6565 and two security questions: 'What is the first name of your favorite aunt?' (Answer: Jan) and 'What is your mother's maiden name?' (Answer: Smith). It has an 'Edit' button.
- Communication Settings**: Includes 'Text Services' (not currently registered) and 'Notifications' (Payment Reminders: E-mail, Other Notifications: E-mail). It has an 'Edit' button.
- Manage Payers**: Includes a table with one entry: 'Bob Collins' with 'Limited Access' and an 'Edit' button. Below the table, it states 'This authorized party has not signed up online yet.' It has an 'Add' button.

Making changes

- Click [Sign up for Text Services](#) to receive payment reminders by text.
- **Payment Reminders:** Email, Text, or both
 - Payment reminders are sent 4 business days prior to the due date.
 - The Text option will only display once the student has registered for text services.
- **Other Notifications:** When an institution chooses to not have postal notifications, "Correspondence will be sent via e-mail only" will display in place of the options.
 - Email or Postal
 - When email is selected, all correspondence is sent via email.
 - When postal is selected, primary correspondence is sent via postal mail (some correspondence is only available by email).
 - If the student has a valid email address, correspondence that does not have a postal equivalent will be sent via email.
- Click **Save** to retain any changes

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Communication Settings

Text Services

Did You Know?

You can [sign up for text services](#) to receive payment reminders. You can also send texts to inquire about your balance and make a payment.

Text Inquiry: Get your balance and make a payment anywhere and anytime. All you have to do is text **BAL**.

Payment Reminders: We will send you payment reminders before your next payment is due.

Text Services is powered by Nelnet.

[Terms & Conditions](#)

Notifications

Payment Reminders E-mail

Other Notifications E-mail Postal

← "Correspondence will be sent via e-mail only" will display in place of the options if the institution does not allow postal notices.

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


Registering for text services

- Click **sign up for text services**.
 - The **Register For Text Services** screen is displayed.
- Enter the mobile number.
- Select **Text Services**.
- Click **Register**.

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Register For Text Services

Mobile Number



Text Services

- **Text Inquiry:** Get your balance and make a payment anywhere and anytime. All you have to do is text **BAL** to **68557**.
- **Payment Reminders:** We will send you payment reminders before your next payment is due.

You may cancel Text Services at any time by texting **STOP** to **68557**. You will receive a final SMS text message to confirm that we received your request.

By clicking register you:

- Confirm that you are the account holder for the mobile phone number entered or that you have the account holder's permission to use this service.
- Acknowledge that you agree to the [Terms & Conditions](#) and to the [Privacy & Security](#) statement.
- Acknowledge that message and data rates may apply.
- Acknowledge that the number and frequency of the recurring alerts depends on your account setting and the activity on your account.

[Cancel](#) [Register](#)

- After clicking Register, the following notice will appear and a text will be sent to the mobile number with the **Confirmation Number**. This helps keep your information secure and ensures that the correct number was entered.

Enter Confirmation Number ✕

Please enter the confirmation number sent to: (402)555-1234. If you do not receive a confirmation number within 5 minutes, please click Cancel, confirm the mobile number entered, and try again.

Confirmation Number

Cancel Confirm

- Enter the **Confirmation Number** that was sent via text.
- Click **Confirm**. The student is now registered for text services. **The registration is not completed until this step is finished.**

Editing and canceling text services

- Text services can be updated or canceled by selecting **Edit Number** or **Cancel Text Services** in the **Communication Settings**.
- They can also be canceled by texting STOP to 68557.
- A text will be sent notifying the user that text services have been canceled.

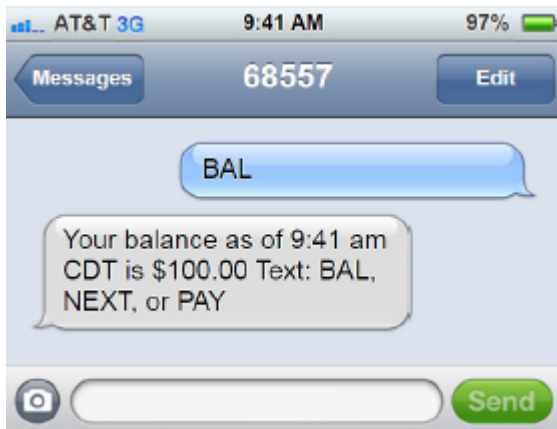
Text responses

There are several commands available for Text Services and the response received will depend on the account information available.

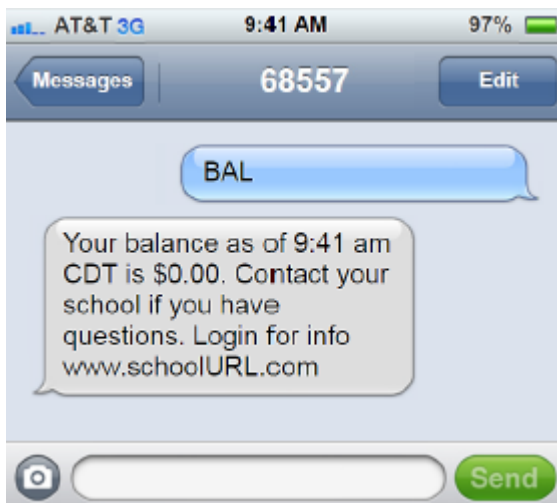
BAL command

This command displays the total balance on the account linked to the phone number the text services are registered to. If there are multiple institutions linked to the phone number, a separate text for each institution's balance will be received.

If the current balance is greater than \$0



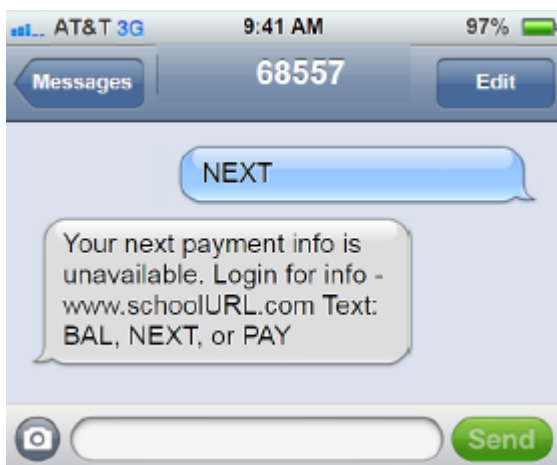
If the current balance is \$0



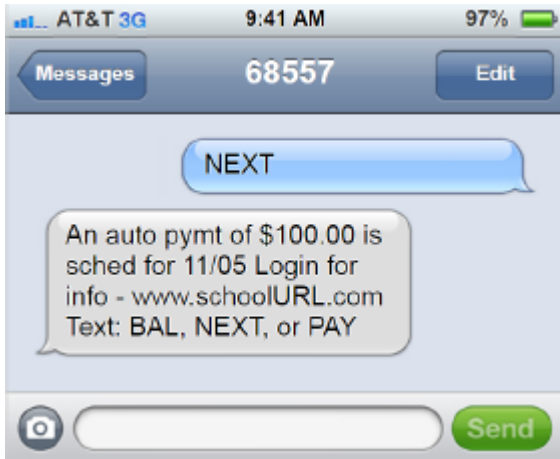
NEXT command

This command displays the next payment amount and due date.

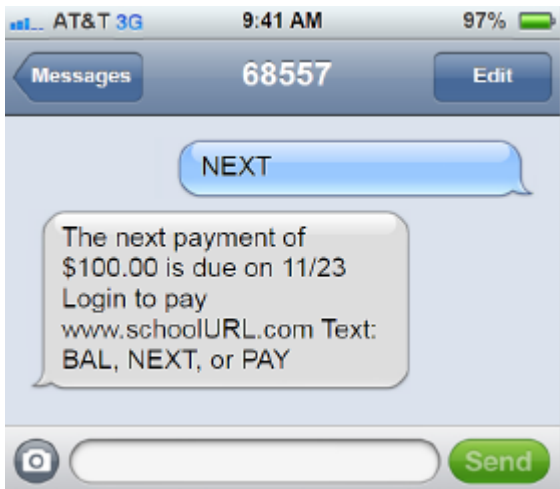
When multiple payments exist



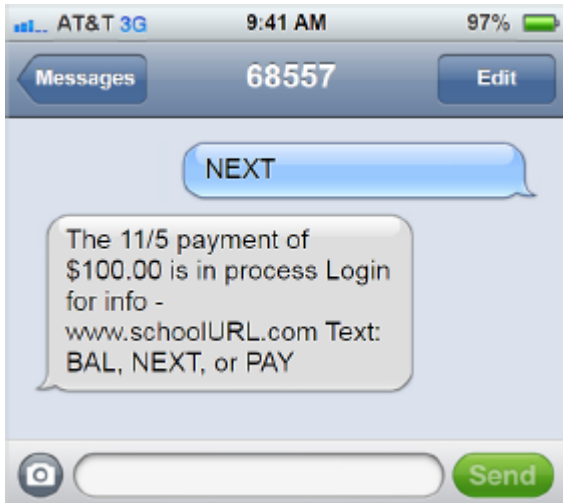
When an automatic payment is scheduled in the future



When an invoice payment is scheduled in the future



When there is a payment in process



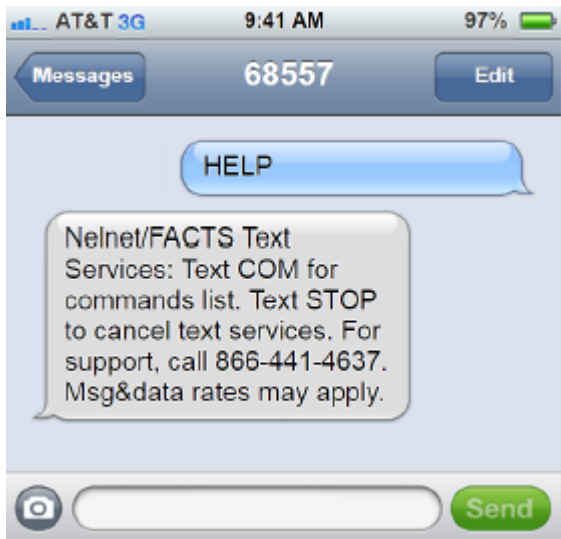
PAY command

This command takes the user to a link to make a payment or sign in to their account.



HELP command

This command provides information on how to see more command options and the FACTS customer service phone number.



COM command

This command displays a list of the commands available.

