

Account Profile: Manage Payers (Authorized Parties)

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

An Authorized Party is a FERPA compliant 3rd party which the student has authorized to access their information or make payments on their behalf. The student can add and remove authorized parties through the user account.

Navigation

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 '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 registered) and 'Notifications' (Payment Reminders: E-mail, Other Notifications: E-mail). It has an 'Edit' button.
- Manage Payers:** Shows 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.' An 'Add' button is visible in the top right of this section.

Adding an authorized party

1. **Authorized Party (AP) Information:** Complete the First and Last Name fields.
2. Students can check to **Include the details that make 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 Sample Community College 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, Test Student, agree to the terms and conditions.

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

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.

Resending an invitation

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.

Manage Payers

[Add](#)

Test AP	Limited Access	Edit
This authorized party has not signed up online yet.		

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 also be edited during this step if needed.

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

Last e-mail sent to: test@myacct.com 15 Jul 20XX 7:51 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, Test Student, 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**.

The Deactivated Authorized Party will continue to show in the student's profile with an Inactive status. The student can reactivate their status at any time.



Note

If the Authorized Party is the Payment Plan Owner they cannot be deactivated until their plan is canceled, has been completed for at least ten days, or ownership is successfully transferred to a new Plan Owner.

[← Back to My Profile](#)

Edit Authorized Party

Required fields are marked with a *

*First Name

*Last Name

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, Test Student, agree to the terms and conditions.

[Cancel](#)

[Save](#)