

# Viewing Online Notifications

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

Notifications can be configured by institution and Nelnet users to be viewed by students and authorized parties in their online accounts. This article shows you the consumer view of the notifications.

## Overview

Consumer notifications are not specific to a service (payment plans, refunds, etc.) or term. If you have a notice that is for a specific service or term, you may want to reference it in the message. To learn how to create notifications and view acknowledgement reports, see [Adding Online Consumer Notifications](#).



### Important

It is important to note that these notifications are only displayed in the online account and the user must log in to the system to view them. The consumers will not receive an email or other notice asking them to log in and view the notification.

## Consumer view

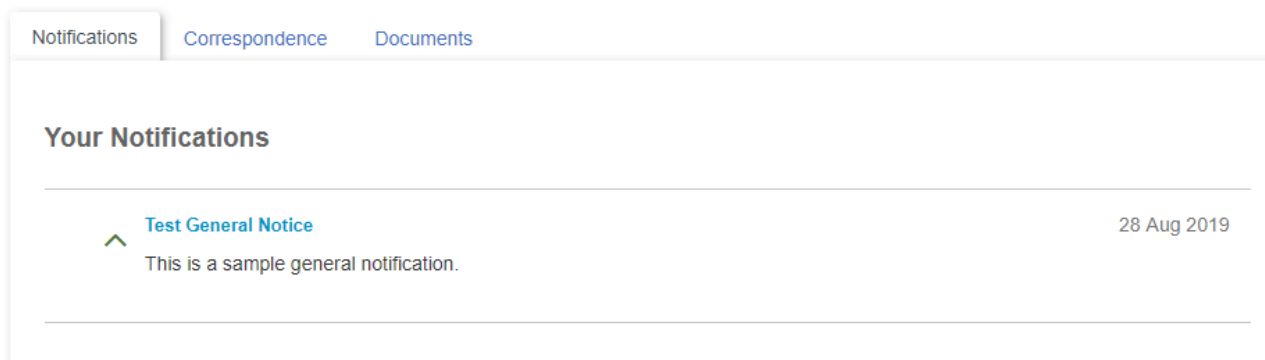
### General notification

Notifications configured as General appear as a colored number alert on the bell icon in the navigation bar. To view the notices, the user must click on the bell icon. This will open the **Notification Center**.

The number on the bell icon will not be dismissed until the user clicks on each of the notifications.



## Notification Center



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## Critical notification

Notifications configured as Critical appear to the user upon logging in under **Review Items** and will disrupt the user's experience. They must click **OK** to proceed to their account. We recommend that you use critical notifications sparingly. If the Require Acknowledgement feature is turned on, they must click the checkbox before they have the option to click **OK** to proceed to their account.

Once the user has clicked **OK**, the critical notification will not display at login again. However, critical messages are also shown in the notification center so the user will still have access to view it if they clicked OK too quickly.

Signed in as Test

### Review Items

The following item(s) require your attention before proceeding.

#### Sample Critical Notice

This message is important.

OK

#### Test Critical Notice

This statement must be acknowledged.

I have read and understand this message.

OK