

Creating a New Payment Plan Account

****Nelnet is in the process of updating our payment plan site to reflect Bluefield University instead of Bluefield College. You may see both currently. ****

1. Enroll with Nelnet for your payment plan. There is a one-time per semester \$55 payment plan fee.
2. Enroll at <http://mycollegepaymentplan.com/Bluefield/>.
3. These instructions are for creating a new account. Anticipate needing 30 minutes to an hour to complete the setup. You will need the credit card or banking information you plan to use, your account balance, student ID number and contact information.



Español



Customer Service

Bluefield College

Welcome!

If you have used Nelnet before, simply Sign In to manage your account.

If you are new to Nelnet, click on the "Create a username & password" button to create an online account.

Have an account?

[Sign in now.](#)

Sign in

New Account

[New user? Create an online account.](#)

Create a username & password

[Having difficulties? Check our FAQs.](#)

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4. If you already have an account, you will sign into it. You do not have to create a new account each semester. This process is only completed on your initial setup with Nelnet. For all future semesters, you will log into your Nelnet account and select your next payment plan.

- The first screen will request you provide them an email account as the primary email contact. This does **not** have to be your Bluefield University email account.

es Español  Customer Service

Create Account

Please enter your e-mail address.

E-mail Address*

Next Cancel

[Do not have an e-mail address?](#)

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- If you are creating a new account, select that option. If you already have an account and simply need to set up your semester's payment plan, select that to be redirected to your previously created log in information. New students will create a Nelnet account tied to their Bluefield University student account. Returning students will utilize their BC Nelnet account and enroll in a new payment plan for the upcoming **semester**.

es Español  Customer Service

Create Account

Welcome! Thank you for using Nelnet.

Please take a few moments to create a user account.

[Create a new Nelnet account](#) | [Already have an account with Nelnet?](#)

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7. Enter your **student information** on the next screen. This is not always the same as the payer information which will be entered later.

Create Account

[Go To Old Create Account Page](#)

Contact Info

Student ID*

Name

Prefix	<input type="text" value="-- None --"/>
First Name*	<input type="text"/>
Middle Name	<input type="text"/>
Last Name*	<input type="text"/>
Suffix	<input type="text" value="-- None --"/>

8. At the bottom of the screen, you only have to enter one phone number. If you elect to use a mobile phone, there are options later to receive text message notifications.

Phone Numbers

At least one phone number is required.

Daytime Phone	<input type="text" value="US"/>	<input type="text"/>	Ext.	<input type="text"/>
Evening Phone	<input type="text" value="US"/>	<input type="text"/>	Ext.	<input type="text"/>
Mobile Phone	<input type="text" value="US"/>	<input type="text"/>		

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 'Next' below, you agree to such contact related to your account.

[Next](#) | [Cancel](#)

9. Nelnet does have the availability to contact students using international numbers. If you have an international phone number, simply use the drop down to select it.

Phone Numbers

At least one phone number is required.

Daytime Phone	<input type="text" value="US"/>	<input type="text"/>	Ext. <input type="text"/>
Evening Phone	<input type="text" value="US"/>	<input type="text"/>	Ext. <input type="text"/>
Mobile Phone	<input type="text" value="Int'l"/>	<input type="text"/>	

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 'Next' below, you agree to such contact related to your account.

[Next](#) | [Cancel](#)

10. Create your unique, individual online profile with your username and password. Once created, you will want to retain this information in a secure location.



Create Account

[Go To Old Create Account Page](#)

Online Account Profile

Required fields are marked with a *

Username and Password

Username*	<input type="text"/>	<ul style="list-style-type: none">✔ Do not include spaces in your password✘ Password must contain at least 8 characters✘ Password must contain at least one letter✘ Password must contain at least one number✘ Password must include at least one special character: !@#\$%^&*()_+.✔ Password must not have any invalid characters✔ Passwords are case sensitive✔ Password cannot contain the username
Password*	<input type="text"/>	
Confirm Password*	<input type="text"/>	

Phone Authentication

This information will be used to validate your identity when making inquiries by telephone. Choose information you will easily remember.

11. The phone authentication information is required to continue the enrollment process. This is for your protection to ensure your payment plan information is only given to yourself or a party you authorize. **Your 4-Digit PIN will be required if need assistance from Nelnet's Customer Service.**

Phone Authentication

This information will be used to validate your identity when making inquiries by telephone. Choose information you will easily remember.

4-Digit PIN*	<input type="text"/>
Telephone ID Question 1*	-- Select --
Question 1 Answer*	<input type="text"/>
Telephone ID Question 2*	-- Select --
Question 2 Answer*	<input type="text"/>

[Submit](#) [Back](#) | [Cancel](#)

12. Once the account is created and you hit submit, you will be directed back to your individual home screen. From here you will **enroll in your payment plan each semester**. This is also where you may go in to set up for text messages (no additional Nelnet fees) and add additional authorized parties who may make payments.

The screenshot shows the user interface of the Nelnet portal for Bluefield College. At the top, there is a navigation bar with the Bluefield College logo on the left and the Nelnet logo with 'ESPAÑOL' and 'Customer Service' links on the right. Below the navigation bar, the user is greeted with 'Hello Johnny'. The main content area is divided into two columns. The left column features a 'Payment Activity' card for Johnny Smith (ID: 1234560) for the 'FALL 2020' semester, with a prominent green 'Set up a Payment Plan' button. The right column features a 'Johnny Smith' profile card with three options: 'TestAccount1@factsmgt.com', 'Register to receive text services on your mobile phone.', and 'Want to allow a friend or family member to pay toward your balance? Add an Authorized Party.'. At the bottom of the page, there is a footer with version information '202 V20.5.10708.11528' on the left and 'Customer Service | Terms of Use | Privacy & Security © 2001-2020 Nelnet, Inc. and Affiliates. All Rights Reserved.' on the right.

13. After you select **Set up a Payment Plan** you will be directed to the welcome screen below. Please note the semester you are creating a plan for is listed on the right as well as the option here again to designate another payer. Select **Begin** once you have your banking / credit card information ready to enter.



Bluefield College





Bluefield College

Fall 2020

Welcome

Thank you for choosing to set up a payment plan. Click the Begin button to get started.

Begin
Cancel

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14. The first screen is confirming the student information payment plan. You will note at the top of the screen there is a progress tracker which will assist you in knowing where you are in the set up process.



Contact Information

Demographics

Student ID*	<input type="text" value="1234560"/>	
Name	Johnny Smith 555 asldjfkdsaj Joppa, MD 21001 United States (555)203-4444	Edit Details
E-mail Addresses	TestAccount1@factsmgt.com <input checked="" type="checkbox"/> Please send me e-mail payment reminders 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).

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

Back
Next
Save & Exit
Cancel

15. The next step is where you will enter the payment amount needed for the semester (*not the year balance*). You will obtain this information by generating a course and fee statement in MyBC. If your student account balance changes due to loss of aid, additional charges or additional aid being applied to your Bluefield College account, you will be required to adjust your Nelnet Payment Plan. **Nelnet does not sync with your individual Bluefield University student account. It only tracks the information you provide.**

Fall 2020



Amount Due

Charges

Account	Amount
Student Account Balance	<input type="text"/>
Total Charges	0.00

Amount Due \$0.00

Back Next | Cancel

5/15/20

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16. After obtaining your student account balance in myBU, enter it in the designated location and tab down to select Next.

Fall 2020



Amount Due

Charges

Account	Amount
Student Account Balance	<input type="text" value="8,000.00"/>
Total Charges	8,000.00

Amount Due **\$8,000.00**

Back Next | Cancel

17. After entering your student account balance and selecting next, you will be directed to the payment plan options. Fall and spring semesters, there will be two options, a 5-Month Plan and a 4-Month Plan. For summer semesters, there is a 3-month payment plan option.

Evaluation Mode

Payment Plan Options

Amount Due to Bluefield College: \$5,000.00

Select a payment schedule Show: All Items Selected

Monthly Payments Fall - 25% down

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)
<input type="radio"/>	Automatic Payments from <ul style="list-style-type: none"> Bank Account Credit Card 	\$1,000.00	4	August 2020	\$1,000.00	5th	27 Jul 2020	\$55.00

Monthly Payments - Fall

Select	Payment Method	Number of Payments	Beginning Month	1st Payment Amount	Available Payment Days	Last Day to Enroll	Enrollment Fee (Due Today)
<input type="radio"/>	Automatic Payments from <ul style="list-style-type: none"> Bank Account Credit Card 	4	August 2020	\$1,250.00	5th	03 Aug 2020	\$55.00

18. After you select your plan and select next, prior to advancing to the next screen, you will receive the message below reminding you the enrollment fee is a \$55 non-refundable charge.

Payment Plan Options

Amount Due to Bluefield College: \$8,000.00

Select a payment schedule Show: All Items Selected

4 Monthly 25% Down

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)
<input checked="" type="radio"/>	Automatic Payments from <ul style="list-style-type: none"> Bank Account Credit Card 	\$2,000.00	4	August 2020	\$1,500.00	5th 24th	27 Jul 2020 13 Aug 2020	\$55.00

4 Monthly

Select	Payment Method	Number of Payments	Beginning Month	1st Payment Amount	Available Payment Days	Last Day to Enroll	Enrollment Fee (Due Today)
<input type="radio"/>	Automatic Payments from <ul style="list-style-type: none"> Bank Account Credit Card 	4	August 2020	\$2,000.00	5th 24th	03 Aug 2020 20 Aug 2020	\$55.00

Enrollment Fee

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

OK | Cancel

Back | Next | Cancel

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19. Your next screen is where you will select the payment type you will be using for your monthly payments. While there is a one-time enrollment fee, there are banking fees associated if you elect to utilize a credit or debit card for your plan. The exact amount will be listed on future screens. There are no fees if you are using automatic withdrawal from a checking or savings account. Prior to finalizing your plan, you may go back and change this payment information if you wish to see the different amounts associated with your cards.

Bluefield College Fall 2020

Progress Tracker

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

Payment Details

Please enter your primary financial account for payments

Pay using

Bluefield College allows you to pay using: a bank account (checking or savings) or a credit card (Visa, Mastercard, American Express or Discover).

The following processing fees may apply:

- Credit Card - up to 2.75%
- Debit Card - up to 2.75%
- Checking or Savings account - no fee

The amount will be disclosed once you select your payment method. Card transactions for Bluefield College are processed by Nelnet Campus Commerce, USA.

20. For this example, a credit card payment was selected. After entering your information, select **Next** to advance. If a checking or savings account was selected, your prompts would be similar.

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*

21. For this 4 Month Plan with a Down Payment (5-Month Plan), the down payment is required at the time the payment plan is created. The credit card fees associated are broken down at this point as well as your remaining balance on your payment plan.

Down Payment

Required Down Payment Amount \$2,000.00

Amount Due Today

Pay using Discover - 6909 (Change)	A 2.75% Nelnet service fee will be assessed for payments made with a credit card. The service fee is non-refundable. Should a payment amount or method change, the service fee will change accordingly. Card transactions for Bluefield College are processed by Nelnet Campus Commerce, USA.
Down Payment to Bluefield College View Details	2,000.00
Service Fee	55.00
Enrollment Fee View Details	55.00
Amount Due Today	\$2,110.00

Remaining Amount

Total Amount Remaining for Payment Plan	\$6,000.00
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22. Your next screen will provide you with your payment plan schedule. If your payment date falls on a weekend, the payment will be the following business day. You will have access to this information from your Nelnet home page.

Payment Schedule

What day do you want the future scheduled payments to be on?

Future Payment Schedule

Payment Date	Description	Amount
Wednesday, August 5, 2020	Payment Service Fee	1,500.00 41.25
Tuesday, September 8, 2020	Payment Service Fee	1,500.00 41.25
Monday, October 5, 2020	Payment Service Fee	1,500.00 41.25
Thursday, November 5, 2020	Payment Service Fee	1,500.00 41.25

A 2.75% Nelnet service fee will be assessed for payments made with a credit card. The service fee is non-refundable. Should a payment amount or method change, the service fee will change accordingly.
Card transactions for Bluefield College are processed by Nelnet Campus Commerce, USA.

[Back](#) [Next](#) | [Cancel](#)

23. The next step processes your payment upon your authorization.

Bluefield College Fall 2020

Progress Tracker

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

Review & Authorize

[Netnet Returned Payment Fee Policy](#)

Amount Due Today \$2,110.00 Payment Method Discover - 6909 (Change)	Remaining Amount \$6,000.00 Payment Method Discover - 6909 (Change)	<input type="checkbox"/> I have read and accept the terms and conditions of this payment plan (Plan details and Terms & Conditions are listed below)
-----------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------

[Back](#) [Authorize](#) [Cancel](#)

Contact Information [Change](#)

Name/Address	Johnny Ray Smith 555 asldjfkdsaj Joppa, MD 21001 United States	All correspondence will be sent via e-mail <input checked="" type="checkbox"/> Please send me e-mail payment reminders
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24. After your payment has successfully processed, you will receive your agreement number for your semester's payment plan and be prompted to select **Done** that you agree to the payment plan.

Bluefield College Fall 2020

Progress Tracker

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

Thank You

✔ Thank you for completing a payment plan for Bluefield College. Please print a copy for your records.

📱 Did you know that you can receive text alerts on your mobile phone? [Learn More.](#)

👤 An authorized party can make payments on your behalf. [Want to designate another payer?](#)

Amount Paid Today \$2,110.00 Discover - 6909	Agreement Number 101 141 344 Remaining Amount \$6,000.00 Discover - 6909	<input checked="" type="checkbox"/> I have read and accept the terms and conditions of this payment plan (Signed on 10 Jul 2020)
------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------

[Done](#) [Print](#)

Contact Information

25. Upon completion of enrollment and setting up your payment plan, you will be redirected to your individual home page. From this page, you may set up for text messages, review your plan details, add additional authorized payers, make a payment or update your profile information.

The screenshot displays the Bluefield College Nelnet student portal. At the top, the Bluefield College logo is on the left, and the Nelnet logo with "Español" and "Customer Service" links is on the right. A dark blue navigation bar contains "Home", "My Profile", and "Financial Accounts" on the left, and a notification bell, a lock icon, "Signed in as Johnny", and a share icon on the right. Below the navigation bar, the user is greeted with "Hello Johnny".

The main content area is divided into two panels. The left panel, titled "Payment Activity" with a dollar sign icon, shows "Johnny Smith ID: 1234560" and a "View Details" link. The "Current Balance" is displayed as "\$6,000.00" with a green "Make a Payment" button below it. At the bottom of this panel, it lists "FALL 2020 Payment Plan (101 141 344)" with an "Actions" dropdown and "AMOUNT DUE \$6,000.00".

The right panel, titled "Johnny Smith" with a person icon, lists several options: "TestAccount1@factsmgt.com" (with an envelope icon), "Register to receive text services on your mobile phone." (with a mobile phone icon), "Discover - 6909" (with a bank icon), and "Want to allow a friend or family member to pay toward your balance? Add an Authorized Party." (with a group of people icon). A link "Have another activity you want to link?" is at the bottom of this panel.

At the bottom of the page, the number "203" is on the left, and "Customer Service | Terms of Use | Privacy & Security" is on the right.

If you need additional assistance you may contact Nelnet at 800-609-8056