

Frequently Asked Questions

Student User in UNL E-Payment System

Making Payment

How do I save my payment information in the UNL E-Payment System?

Log in to [MyRED](#). Select the blue “Pay Bill” link to go to the UNL E-Payment System welcome page. Click on “Add New” under “Saved Accounts for Payment”. Choose your payment type. Enter a name for your payment method and your payment information. You will see it offered as a payment option the next time you make a payment.

You can also save the payment information as you are making a payment. There is an optional field at the bottom of the payment page which allows you to name the payment method and save the payment information for future use.

My Electronic Check payment was returned. Should I try to make another payment?

If the payment was returned nonsufficient funds, be sure sufficient funds are available in your bank account prior to making another payment.

If the payment was returned account closed, do not make another payment attempt. Be sure to delete your payment information if you have saved it in the UNL E-Payment System.

If the payment was returned for any other reason, further review of the payment information should be done prior to making another payment. Contact the Bursar’s Office at 402-472-1734 to determine the cause of the return. Be sure to update any saved payment information based on the findings of this review.

Authorized Payors

What IS an Authorized Payor?

An Authorized Payor is a parent or other individual who might make a payment on a student account that a student sets up for access to the UNL E-Payment System. An Authorized Payor can make payment electronically from a regular checking or savings account in a US bank. They can also make payment by credit card (2.75% convenience fee applies). Multiple Authorized Payors can be set up by a student for access to the payment website.

Authorized Payors can view their payment activity and saved payment accounts. Authorized Payors cannot view MyRED using the UNL E-Payment System login, and they cannot view other Authorized Payors’ or the student’s saved payment accounts.

What is NOT an Authorized Payor?

- A **Third Party** such as a business, embassy, government agency, etc. which gives UNL Student Accounts permission to bill them directly for all or a portion of a student’s charges.

Do not set up as an Authorized Payor; go to <http://studentaccounts.unl.edu/sponsor-third-party-billing>

- A **UNL Department** sponsoring a student for all or a portion of a student's charges.

Do not set up an Authorized Payor; go to <http://studentaccounts.unl.edu/agreement-fund-tuition-andor-fees-unl-department>

How does a student create an Authorized Payor account for a parent or other user in the UNL E-Payment System?

Login to [MyRED](#). Select the blue "Pay Bill" link to go to the UNL E-Payment System welcome page. Students can add and manage Authorized Payors on that page. For complete instructions go to [Setting Up an Authorized Payor](#)

How does a parent/guest know they have been set up as an Authorized Payor?

They will receive an email containing their Authorized Payor login name, a temporary password, and link to the [UNL E-Payment System](#) website.

Where does a parent/guest (who is set up as an Authorized Payor) pay on a UNL student account?

Login to the UNL E-Payment System at <https://commerce.cashnet.com/UNLPAY?LT=P>

How does a student reset an Authorized Payor's password?

Login to [MyRED](#). Select the blue "Pay Bill" link to go to the UNL E-Payment System welcome page. Click "Edit" next to the name in the Authorized Payors section. Click "Reset Password". Click "Continue" to change the password.

An email is sent to alert the Authorized Payor the password was changed and notify them of a new temporary password to access the account. *PLEASE NOTE: Any saved 'Payment Methods' are not retained if a password is changed or reset.*

How do I cancel an Authorized Payor's access?

Log in to [MyRED](#). Select the blue "Pay Bill" link to go to the UNL E-Payment System welcome page. Click "Edit" next to the name in the Authorized Payors section. Where it asks "Should this person be allowed to log in?" click "No." Click "OK" to save.

My Authorized Payor is unable to login. How do they reset their password?

Have the Authorized Payor click "Forgot Password" on the [UNL E-Payment System](#) login page. They enter either their Authorized Payor user id or email address and click Continue. They must correctly answer their "secret question" and click Submit. A new password will be emailed to them.

If they are unable to reset their password, you, as their student, must reset the password for them. The Bursar's Office is unable to reset the password for you.

PLEASE NOTE: Any saved 'Payment Methods' are not retained if an Authorized Payor's password is changed or reset.

What if your Authorized Payor does not get the email with the login information?

Ways to research the problem:

- Did the email go to their “junk” mail? If so, make “bursar@unl.edu” a trusted or safe sender.
- Are they using a work email which may block our email? If so, change the email address to a personal one.
- Log in to [MyRED](#). Click on the blue “Pay Bill” link to go to the UNL E-Payment System. Click “Edit” next to the name in the Authorized Payors section:
 - Verify the email address listed is correct. If not, correct it.
 - Verify the guest is listed in the Authorized Payors section. If not, the guest is not setup as expected. Possibly there was an error such as the Authorized Payor name already existing in the UNL E-Payment System. A different name must be created if you get the message, “Authorized Payor already exists”.

You can set up a new Authorized Payor account or reset their password if necessary.