

# 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 overview page. Students can add and manage Payment methods on their profile page by selecting 'My Account' in the left menu.

You can also save the payment information as you are making a payment. There is a checkbox after your payment information which allows you to name the payment method and save it 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 US bank account. They can also make payment by debit or credit card (convenience fee applies). Students can set up multiple Authorized Payors 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 <https://studentaccounts.unl.edu/payment-credits-refunds#third-party>

- 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 <https://studentaccounts.unl.edu/forms#agree-to-fund>

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

Log in to [MyRED](#). Select the blue 'Pay Bill' link to go to the UNL E-Payment System overview page. Students can add and manage Authorized Payors on their profile page by selecting 'My Account' in the left menu. 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. The email will be from: [bursar@unl.edu](mailto:bursar@unl.edu)

### **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?**

Log in to [MyRED](#). Select the blue 'Pay Bill' link to go to the UNL E-Payment System overview page. Click on 'My Account' in the left menu. Choose the 'Edit' icon next to the name in the Payers section. Click 'Resend payer invitation'.

An email is sent to alert the Authorized Payor the password as 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 overview page. Click on 'My Account' in the left menu. Choose the 'Edit' icon next to the name in the Payers section. Click 'Remove payer'.

### **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 their email address and click 'Continue'. 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](#). Select the blue 'Pay Bill' link to go to the UNL E-Payment System overview page. Click on 'My Account' in the left menu. In the Payers section:
  - Verify the email address listed for the Authorized Payor is correct. Choose the 'Edit' icon next to the Payer's name and review the email address on the account. If needed, correct it.
  - Verify the guest is listed in the Authorized Payers section. If not, the guest is not set up as expected. Possibly there was an error such as the Authorized Payor email already existing in the UNL E-Payment System. A different email address must be used for each Authorized Payor.

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