Frequently Asked Questions
Parent/Guest Authorized Payor in UNL E-Payment System

How does a parent/guest get access to pay their student's consolidated account online?

Your student must set up their parent/guest as an Authorized Payor with access to the UNL E-Payment System secure site. You will receive an email from bursar@unl.edu with the login information needed.

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. Login and change the temporary password to one you will remember.

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

Log in to the UNL E-Payment System

What IS an Authorized Payor?

An Authorized Payor is a parent or other individual 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 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 the profile page by selecting '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 has changed and notify them of a new temporary password to access the account. *PLEASE NOTE: Any saved 'Payment Methods' are not retained if your password is changed or reset.*

How does a student 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 the profile page by selecting 'My Account' in the left menu. Choose the 'Edit' icon next to the name in the Payers section. Click 'Remove payer'.

How does a parent or other user (who is set up as an Authorized Payor) change their password?

If they remember their password, log in to the UNL E-Payment System. Click on the profile page by selecting 'My Account' in the left menu. Click the 'Edit' icon next to the Password field in the section Basic information. Click 'Save' to commit the change.

If they do not remember their password, go to the UNL E-Payment System. Click 'Forgot Password'. Enter your email address and click 'Continue'.

PLEASE NOTE: Any saved 'Payment Methods' are not retained if your password is changed or reset.

What if my student set me up as an Authorized Payor but I didn't get an email?

Ways to research the problem:

- Did the email go to your 'junk' mail? If so, make 'bursar@unl.edu' a trusted or safe sender.
- Are you using a work email which may block our email? If so, have your student change the email address to a personal one.
- Have your student log in to MyRED. Select the blue 'Pay Bill' link to go to the UNL E-Payment System overview page. Click on the profile page by '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 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.

The student can set you up with a new Authorized Payor account or reset your password if necessary.