

*Q: Can I make a payment online so it can be applied to one of the scheduled payments with Nelnet?*

A: Yes, but only directly through Nelnet's website.

If you make a payment through Kishwaukee College the payment made will be applied to the total balance owed not the scheduled payments. See below for instructions.

Additionally, please note payments need to be made \_\_\_\_\_ the scheduled due date.

*Q: How do I make a payment online through Nelnet so the payment is applied to one of my scheduled payments?*

A: Logon to Nelnet and select Make a Payment and select the month you would like the payment to be applied to. Please be aware of the payment already in process alert. This is to avoid duplicated payments. See a copy of the message below.

*Q: Who do I contact if I need to change my payment information?*

*A: You will need to contact Nelnet. Their phone number is 1-800-609-8056.*

*Q: I am receiving financial aid and I signed up for the payment plan. Why is Nelnet attempting to take a payment from my bank account?*