

# HOW TO PAY YOUR BILL ON BAY NAVIGATOR

## QUICK STEPS

**STEP 1** Use OneLogin to access Bay Navigator\*

**STEP 2** Click Student Finances & Aid tile

**STEP 3** Click Make a Payment

**Step 4** Review account and Click Make a Payment  
*If you have an issue at this step, review the instructions on the next page for turning off pop-up blockers.*

**Step 5** Follow the prompts on Nelnet to pay by credit/debit card (2.85% fee) or banking account (no fee)

## DETAILED STEPS

### STEP 1

Use OneLogin to access Bay Navigator\*

### STEP 2

Click on the Student Finances & Aid tile



### STEP 3

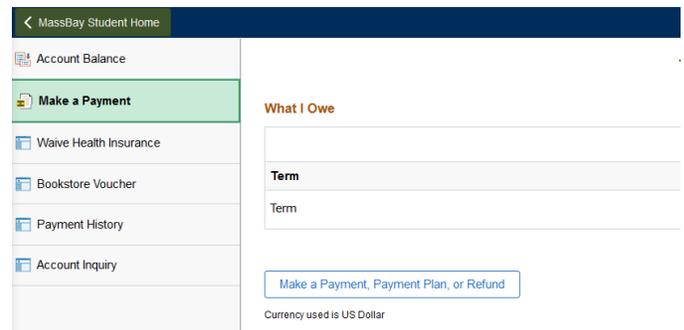
Click on Make a Payment

You will be able to make a payment in full, set up a payment plan (if available) or pay the difference between your anticipated financial aid & your bill.

### STEP 4

Review what you owe and then click on Make a Payment, Payment Plan, or Refund

You will be re-directed to the Nelnet payment site. If Bay Navigator does not re-direct you to Nelnet, use the instructions on the next page for disabling pop-up blockers.



### STEP 5

Follow the prompts on the Nelnet page for payment or setting up the payment plan (if available)

If you would like to pay by credit/debit card, there is a 2.85% service fee.

If you would like to pay using your banking account/routing number, there is no service fee.

If Nelnet asks for a 4-digit PIN, you choose the 4-digits.

### POP-UP BLOCKER TIP

MassBay Community College works with Nelnet Campus Commerce for on-line payment through Bay Navigator. In order for you to be able to access the on-line payment option in Nelnet from Bay Navigator, *allow pop-ups*. Once you follow the payment directions in steps 1-4, the Nelnet payment website will *pop-up* from Bay Navigator. *If you have pop-up blockers on*, then you will not be re-directed to Nelnet to pay and will be brought back to the same page of Bay Navigator.

*Not sure how to turn off your pop-up blockers? Check out the helpful link below from our MassBay IT Help Desk.*

Allow pop-ups: [HOW TO DISABLE POP-UP BLOCKER](#)

*We're available to assist you. Contact us!*

### STUDENT ACCOUNTS

[studentaccounts@massbay.edu](mailto:studentaccounts@massbay.edu)

781-239-2540

*Have a great semester!*

\*One Login Help - <https://sites.google.com/post.massbay.edu/ithelpdesk/password-resetsone-login>

Contact the MassBay IT Helpdesk at [helpdesk@massbay.edu](mailto:helpdesk@massbay.edu) or 781-239-2440

# Making a Payment - How to Disable Pop-up Blocking

If you are clicking the "Make a Payment, Payment Plan or Refund Button" and you are not redirected to the Nelnet Campus Commerce site, the pop-up blockers need to be disabled.

## Steps to Disable Pop Up Blocker for Google Chrome- [Click here to watch video tutorial for Chrome](#)

Open Chrome and select the 3 dots in the top right of the screen (settings menu) under the X

Select **Settings** --> **Privacy & Security** --> **Site Settings** --> **Pop-ups and Redirects**

Once in the Pop Ups area, select the **second Add** button, which is for "Allow to send pop-ups and use redirects."

Enter <https://baynavigator.massbay.edu> into the field and select **Add**

Once done, close out of Chrome completely and then reopen Chrome and login back into Bay Nav to then select Make a Payment and this should then work.

## Steps to Disable Pop Up Blocker for Safari (Mac)- [Click here to watch video tutorial for Safari](#)

In Safari, enter Bay Navigator

Select **Safari Menu** on top left of screen and select **Preferences**

Select the **Websites** option, and on the left hand side, select **Pop-up Windows**

To the Right of Bay Navigator, select **Allow**

Close the dialog box, exit Safari completely, Reopen Safari, and proceed to login to Bay Navigator again

## How to disable pop-ups on Iphone (Safari)

Go to setting Settings menu

Scroll about halfway down until you see safari button

Click on safari

When you open it, halfway down one of the options says block pop up- this needs to be white (unchecked).

Close out window and restart Bay Navigator

## How to disable pop-ups on FireFox – [Click here to watch video tutorial for FireFox](#)

Open FireFox and click the open menu option (**three horizontal lines in the top right corner**)

Click on **options**, and then on the left, click on **privacy & security**

Scroll down to **permissions** section

To the right of where it says block pop-up windows, click on **Exceptions**

**Add** <https://baynavigator.massbay.edu> to the field for address of website, and click the allow button

Click **save changes**

Once done, close out of FireFox completely and then reopen FireFox and login back into Bay Nav to then select Make a Payment and this should then work.