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
   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 or 781-239-2440

Updated 7/8/21
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](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](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.