

How to Pay Your Bill on Bay Navigator

● If the Nelnet payment site does not open, your browser may be blocking pop-ups. See the **Pop-Up Blocker Help** section below.

Detailed Steps

Step 1: Access Bay Navigator

Log in to Bay Navigator using your OneLogin credentials.

Step 2: Open Student Finances & Aid

From the Bay Navigator homepage, select the **Student Finances & Aid** tile.

Step 3: Select Make a Payment

Click **Make a Payment** to view your available payment options.

Step 4: Review Your Account

Select the **Make a Payment, Payment Plan or Refund Button**

You will be redirected to the Nelnet Campus Commerce website to complete your transaction.

● If you are not redirected, see the **Pop-Up Blocker Help** section.

Step 5: Create Your Nelnet Account (first time users only)

Review your contact information

Add your personal email address in addition to your MassBay email, as this will help with account access if you get locked out.

Add your mobile phone number.

If prompted to create a 4-digit PIN, you may choose any four numbers.

Select two security questions and answers.

Select **sign up by email** for multifactor authentication. Do not choose the authenticator app option.



☑ Step 6: Complete Payment on Nelnet

Follow the prompts on the Nelnet website to complete payment in full or set up a payment plan.

To **pay in full**, select **Make a Payment** button.

To **set up a payment plan** to pay in installments, select the **Set Up a Payment Plan** button. Payment plans require a \$32 enrollment fee plus down payment to initiate the plan.

Payment method options:

-  **Credit or debit card:** 2.85% service fee
-  **Bank account (ACH):** No service fee

Pop-Up Blocker Help

MassBay Community College uses Nelnet Campus Commerce for online payments. Bay Navigator opens Nelnet in a new browser window. If pop-ups are blocked, the payment page will not open.

If you click **Make a Payment** and nothing happens, follow the instructions below to allow pop-ups for Bay Navigator.

◇ Allow Pop-Ups for Google Chrome

Watch the Chrome tutorial video: <https://www.gethelp.massbay.edu/disable-pop-ups>

1. Open Chrome.
2. Select the three-dot menu in the top-right corner.
3. Choose **Settings**.
4. Select **Privacy and Security**, then **Site Settings**.
5. Select **Pop-ups and redirects**.
6. Under **Allowed to send pop-ups and use redirects**, select **Add**.
7. Enter <https://baynavigator.massbay.edu> and select **Add**.
8. Close and reopen Chrome.
9. Log back in to Bay Navigator and select **Make a Payment**.

◇ Allow Pop-ups for Microsoft Edge

1. Open **Microsoft Edge**.
2. Select the **three-dot menu** (top right corner).
3. Choose **Settings**.

4. Select **Cookies and site permissions**.
5. Select **Pop-ups and redirects**.
6. Under **Allow**, select **Add**.
7. Enter <https://baynavigator.massbay.edu> and select **Add**.
8. Close and reopen Microsoft Edge.
9. Log back in to Bay Navigator and select **Make a Payment**.

◇ Allow Pop-Ups for Safari on Mac

Watch the Safari (Mac) tutorial video: <https://www.gethelp.massbay.edu/disable-pop-ups>

1. Open Safari.
2. Select **Safari** from the top menu and choose **Preferences**.
3. Select the **Websites** tab.
4. Select **Pop-up Windows** from the left menu.
5. Find Bay Navigator and select **Allow**.
6. Close Safari completely.
7. Reopen Safari, log in to Bay Navigator, and select **Make a Payment**.

◇ Allow Pop-Ups for Safari on iPhone

Watch the iPhone Safari tutorial video: <https://youtu.be/xJbzgHcTKfA>

1. Open the **Settings** app.
2. Scroll down and select **Safari**.
3. Find **Block Pop-ups** and turn it **off**.
4. Close Safari.
5. Reopen Bay Navigator and select **Make a Payment**.

Student Accounts

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We are here to help. Have a great semester!