Multi-Factor Authentication Communication Sample

The following is suggested language to provide to your non-administrative users (e.g., students, authorized payers, etc.) related to the multi-factor authentication process being utilized by Nelnet Campus Commerce.

Subject Line:

New Multi-Factor Authentication Requirement

Body Copy:

Dear [NAME],

Nelnet Campus Commerce, one of [INSTUTION NAME]'s technology partners, will soon be implementing multi-factor authentication (MFA) across their systems.

Beginning November 13, 2023, you will be prompted to utilize the MFA process when you log in to any Nelnet Campus Commerce system.

Should you have any questions related to this process, please contact Nelnet Campus Commerce at 800.609.8056.

Sincerely,

[NAME]
[TITLE]
[INSTITUTION NAME]