



***Avoid having to wait for your refund check in the mail – sign up for Direct Deposit and have your refund quicker!***

✓ **Direct Deposit**

Provide the bank account you would like your money deposited into and the funds will be sent directly to that account. Funds are remitted into your account within **1 – 2 business days** after refund processing.\*

✓ **Paper Check**

A check from **Wells Fargo Bank** will be mailed to you at your permanent / local address and you should receive your refund within **3 – 14 business days** after refund processing.\*

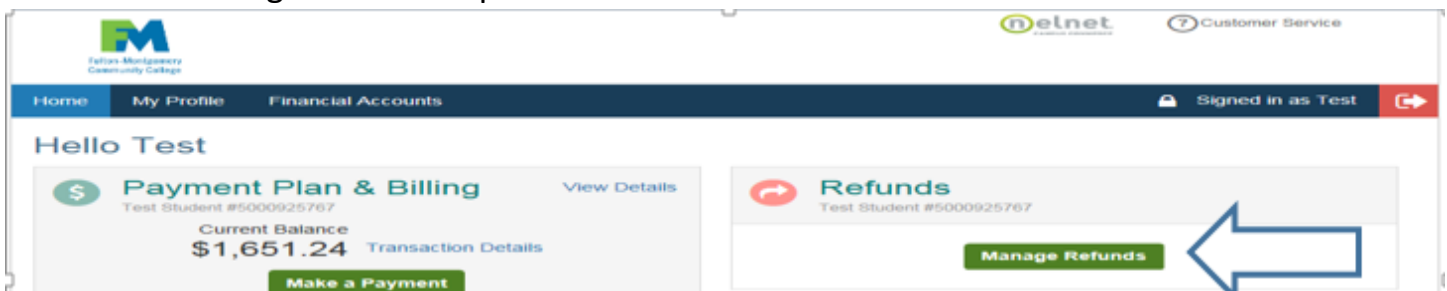
**\*Note: Financial Aid Refund Schedule – Loans will be disbursed beginning approximately 4 weeks after the start of the semester; Grants will be disbursed around Easter (Spring) or Thanksgiving (Fall).**

**To Select Your Refund Method:**

- Log into your student account at <https://ss.fmcc.edu/selfservice/home.aspx> \*. (You can also access Self Service through MyFM on the FM main webpage.) \*(If you have not received your student account login information, please contact the Registrar's office at [registrar@fmcc.suny.edu](mailto:registrar@fmcc.suny.edu))
- Click on "Finances" tab\* and "Make a Payment" link. \*(If this tab does not appear, please try using a different browser)



- Select the "Manage Refunds" option.



- If you are enrolling in direct deposit or editing a refund method, you will need to enter an Authorization Code. The Authorization Code is sent to your FM email address and is good for only 30 minutes.

- Click the “Edit Refund Method” link and enter your account details.

Customer Service

Home **User Acceptance Test 201** Sign Out

Welcome, Test Student ID: P000068339

Refund Method

✓ Refund Method Selected Paper Check Edit Refund Method Remove Refund Method Edit Profile

Refund History Change History

Changed Date	Change Made	Changed By
7/16/2015 7:35:41 AM (CST)	Profile Update	P000068339

- Select your refund method and enter account details. Use the blue “?” help features if you need assistance with the routing and account numbers. Once all your information is entered, click save.
- Live Chat Help with a Nelnet Customer Service Representative is available Monday – Friday 9:00 AM – 6:00 PM EST. To initiate live chat, click the live help icon in the upper right hand corner of the page. You can also reach them at 1-800-609-8056.
- If you have additional questions regarding your bill, you may contact the Bursar’s Office via phone (518) 736-3622, and select “Bursar’s Office” from the directory or via email at [bursar.office@fmcc.edu](mailto:bursar.office@fmcc.edu).
- All notifications regarding your refunds will be sent to your FM student email address. If you would like those notifications to be sent to another email address, you can edit your profile and add that email address as a secondary email address.