

## **Accessing TouchNet**

TouchNet: Where students pay their bill online, setup payment plans, setup authorize users, and receive refunds via direct deposit or paper check.

### **The procedure to access TouchNet:**

- ★ 1. Go to the ECU website, [ecok.edu](http://ecok.edu)
2. Click on “Login” at the top of the screen
3. Click on “Colleague Self-Service”
4. Login with your username and password
- ★ 5. On the home screen of Colleague Self-Service
6. Click “Student Finance”
7. Click “Make a Payment”
8. Click “Continue to Payment Center”
9. Login with your ECU Outlook email address and normal login password
  - a. Make sure that you are using Google Chrome
10. On the home screen of TouchNet you will see “Make Payment, Payment Plans, Refunds, etc.”

### **Make a Payment:**

1. Pay with debit or credit card – will be charged a 2.85% service fee
2. Pay with electronic check (ACH payment) – enter bank account information → routing and account number
3. Select which **TERM** you want to pay on
  - a. BAL FW (balance forward), FA21, SP22, SU22, FA2022, etc.

### **Payment Plans:**

1. Divides your semester bill into five equal payments. The first payment is due at the time of signup. The subsequent payments are due on the 15<sup>th</sup> of each month
  - a. Deadlines vary with each semester
  - b. TouchNet will also charge a \$30 setup fee
2. Payment plans are only available for current students enrolled in the current semester

### **Refunds:**

1. Where students setup their direct deposit and can see when refunds were issued

### **Authorized Users:**

1. Where students add a friend or family member to make payments on their behalf
2. Student will need to complete the application and agree to the terms and conditions. Touchnet will contact the new user to set up their own authorized user account