

REFUNDS ARE PROCESSED THROUGH TOUCHNET!!!

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

The procedure to access **TouchNet**:

1. Go to the ECU website: 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
 - 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."
 - a. You should see this window pop-up **if you have not** setup your refund method yet



eRefunds Method Selection ×

You haven't yet chosen a preferred refund delivery method.

Let us know how you would like to receive your refunds - click Choose Your Refund Delivery Method to get started.

Choose Your Refund Delivery Method

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12. Click on "Refunds" at the top or "Electronic Refunds" to setup your refund method **IF** you **DO NOT** see the window above
13. Click "Choose Your Refund Delivery Method" and "Heartland ECSI" should open up in a new tab
14. Click "Select"
15. Enter your account type, bank's routing & account number, and account holder name
16. Click "Continue"
17. Agree to terms & conditions and YOU ARE DONE!!
18. We encourage students to setup their direct deposit AS SOON AS POSSIBLE (ASAP) before refunds are issued