



E-Bill & Payment Guide

(Revised 05/03/2022)

Introduction

The College of the Holy Cross is pleased to announce that we have partnered with TouchNet Bill+Payment to offer our students and their families the option to pay the tuition balance online using a checking, savings account or by a credit card. A convenience fee of 2.95% will be charged for every credit card transaction. Payments made online will show immediately on student accounts.

Please note: That there is a \$10.00 fee applied for a returned online payment due to insufficient funds or any other reason.

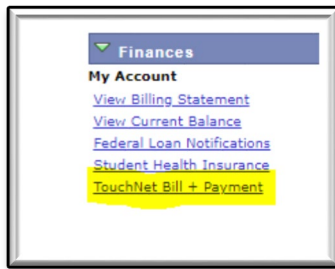
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1. Access TouchNet Bill+Payment

Only students will initially be able to access the TouchNet system. Parents/Authorized Users will not be able to access TouchNet until the student has set up their Authorized Users. (see Step 2 below)

- Holy Cross website (holycross.edu)
- Audiences, Current Students
- Select the "STAR – Student Academic Records" option and enter Network Username and Passphrase
- Student Center – Finances – TouchNet Bill+Payment

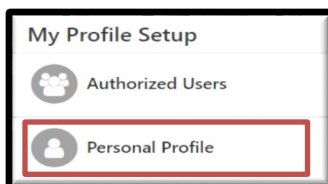


- You then will be redirected to the College of the Holy Cross' authentication page for TouchNet; use the same user name and password that you use to access your STAR account.

2. Setup Authorized Users

Students must complete this step in TouchNet to allow parents/authorized users to view the student account and make payments.

- Students select “Authorized Users” from the “My Profile Setup” menu (on the right side of the home page).
- Add your Authorized User(s) email address within the “Add Authorized User” tab.



Authorized Users

Authorized Users **Add Authorized User**

You can give others (parents, employers, etc.) the ability to access your account information. In compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), your student financial records may not be shared with a third party without your written consent. Adding an authorized user is your written consent that an individual may view your account information and make payments on your behalf. Please note that authorized users DO NOT have access to your stored payment methods, academic records, or other personal information.

Email address of the authorized user

Would you like to allow this person to view your billing statement and account activity? ☒ Yes ☐ No

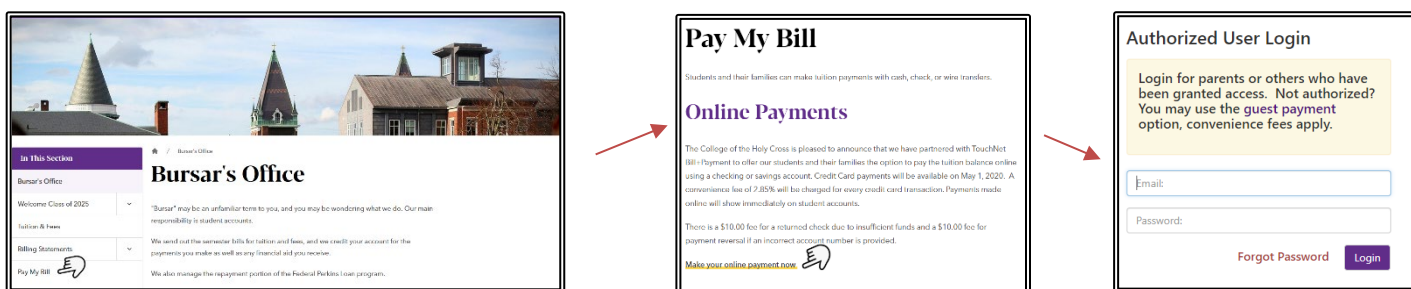
Would you like to allow this person to view your payment history and account activity? ☒ Yes ☐ No

- Select Yes/No to the access type you would like for your Authorized User, then select “Continue” button.
- Read the Authorized Users Agreement, check the “I Agree” box at the bottom, then “Continue”.
- Multiple Authorized Users may be added by repeating the steps above.
- **Your authorized user will receive an email with a temporary password to access the system. Temporary passwords expire within a few days. We recommend that authorized users login and change their password as soon as possible.** If the email has not been received within 5 minutes, we recommend checking spam / junk email boxes.

3. Authorized User Login

Before taking the following steps, verify that your student has completed the required setup above and confirm which email address the student entered on your behalf. This is the email address you must enter in order to gain access to the system.

- **Authorized Users** - Access https://secure.touchnet.net/C20600_tsa/web/login.jsp – Enter your email address, full name, and reset the password. (Be sure to enter the email address that the student setup for authorized user access). If you have been setup as an authorized user on multiple student accounts, those accounts will all be linked/viewable when you login(Only if the same email is used for each student).²

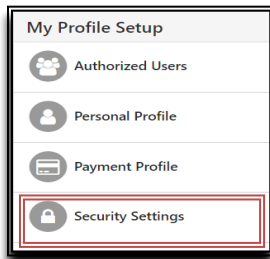


- **If the Authorized User is having trouble accessing the TouchNet system, please contact our office at bursar@holycross.edu or 508-793-2521. Our office will validate setup and resend password.**

4. Set up Electronic Refunds (Students Only)

Only students can complete this process. Before setting up an electronic refund account, Two-Step Security setup is required. This only takes a few moments and provides extra security.

- From the home page, select “Security Settings” under the “My Profile Setup” menu.



- Select a primary method for verification (Text, Email, Google Authentication). A passcode will be sent via the selected method to confirm.

- Enter the passcode and click “Verify”

- Once two-step verification is setup, return to the Home Page, then select “Electronic Refunds” from the “My Profile Setup” menu.
- Select the “Set up Account” button to begin the process.

- Enter the checking or savings account information and Save the Payment method.
 - (NOTE: Checking the “Set as your preferred payment method” box, will allow easy setup of bank account information for electronic payments later and will allow you to schedule a payment for a future date.)
- An authorization form will be presented, which you will need to agree and save
- To request a refund of a valid student account credit balance, go to the [Bursar Office website](#) and complete the Student Refund Request Form under Refunds.
- If you have not yet set up your direct deposit you will see this on your home page and will be able to click “Refund Account Setup” and it will bring you to the first step with setting up your two step verification.

???????????????? To sign up for direct deposit of your refunds, complete your setup in the [Refund Account Setup](#) page.

5. View Student Account Activity and Student Account Statements

The TouchNet Bill+Payment system contains the student account activity history and any student account statements that were produced during the academic year. **Note, student account statements are only produced once a month if there is a balance, you are on a payment plan, if your financial aid has changed or has not disbursed. The account activity section will reflect the most current account information.**




- Select “Account Activity” under the “My Account” tab to view all charges and payments made to your Student Account. You may choose to display Account Activity by Term or display Full Account Activity.

Description	Code	Date	Due Date	Charges	Credits/Anticipated Credits
▼ Tuition and Fees				\$36,215.00	\$36,215.00
Payment-Touchnet IPP ACH	808505500001	3/2/22	1/1/22	--	\$8,358.50
Payment-Touchnet IPP ACH	808505500001	2/3/22	8/1/21	--	\$8,358.50
Federal Direct UnSub Stafford	900200021024	1/28/22	8/1/21	--	\$2,721.00
Payment-Touchnet IPP ACH	808505500001	1/4/22	1/1/22	--	\$8,358.50
Payment-Touchnet IPP ACH	808505500001	12/3/21	1/1/22	--	\$8,358.50
Payment Plan Enrollment Fee	250200000000	11/29/21	1/1/22	\$60.00	--
Payment-Touchnet IPP ACH	808505500001	11/29/21	1/1/22	--	\$60.00
Spring - Resident Meal Plan	404023600000	11/18/21	1/1/22	\$3,640.00	--
Standard Room - Spring	303020000000	11/18/21	1/1/22	\$4,400.00	--

- If you wish to view or print a Student Account Statement select the “My Account” tab, then select “Statement” to open the statement in a new browser window. (We find Chrome or Firefox browsers and Adobe Acrobat v8 or higher are best for displaying the statements. Be sure pop-up blockers are disabled.)

Statements

Search:

Statement Date 	Due Date	Amount 	Action
2/7/22	Upon Receipt	\$8,358.50	View 
1/12/22	1/12/22	\$16,717.00	View
11/23/21	1/1/22	\$33,434.00	View
10/1/21	10/1/21	\$16,652.00	View
9/3/21	9/3/21	\$33,304.00	View
8/5/21	8/5/21	\$33,304.00	View
8/5/21	8/5/21	\$33,304.00	View
6/18/21	8/1/21	\$36,027.00	View

Showing 1 to 8 of 8 entries

[View All Activity](#)

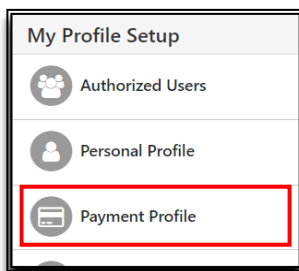
[View Activity Since Last Statement](#)


[Make Payment](#)

6. Setup a Payment Profile & Save a Preferred Payment Method

Students and authorized users can **ONLY** see the Payment Profile they personally created. Students cannot see a payment profile that was setup by an authorized user.

- Select “Payment Profile” under “My Profile Setup” from the home page.



- Select “Electronic Check (checking/savings)” from the Method dropdown box, then click “Select”.
- Pay close attention to the account number. The account number must be from a U.S. personal savings or checking account only and cannot be from a debit card, money market account, or other type of bank account.
- Enter the Account Information, create a name for your saved payment method, then select “Continue”.
- Once the payment method has been saved, return to the “Payment Profile” tab and use the gear icon  to mark your account as preferred.



We can no longer process electronic refunds from financial aid unless the account holder is clearly identified in TouchNet. The account holder's name must be identified under "Name on Account" and "Save Payment Method".

My Profile

[Personal Profile](#) [Payment Profile](#) [Notifications](#)

A saved payment method securely stores the account information for a bank account. To get started, select the Add New Payment Method option on this page. When you add a bank account as a saved payment method, you can select it for direct deposit of your refunds.

Saved Payment Methods

Payment methods	Preferred	Use for Refunds	Modified	Action
Brown account	✓	Yes	12/5/17 13:33:21	

- **Students Only** - When you add a bank account as a saved payment method, you can easily select that account for direct deposit of student account refunds.

Add New Payment Method

Method: Electronic Check (checking/savings) ▼ Select

Account Information

* Indicates required fields

You can use any personal checking or savings account.
Do not enter other accounts, such as corporate account numbers, credit cards, home equity, or traveler's checks.
Do not enter debit card numbers. Instead, enter the complete routing number and bank account number as found on a personal check.

*Name on account: Name of Account Holder – Checking or Savings

*Account type: Select account type ▼

*Routing number: (Example)

*Bank account number:

*Confirm account number:

Refund Options

*Save payment method as: (example My Checking)

You must enroll in Two-Step Verification to save this as a Refund Method. Please proceed to [Security Settings](#) in My Profile to enroll.

Name on Account Needs to match Name on Saved payment method. If they do not match a paper check will be issued.

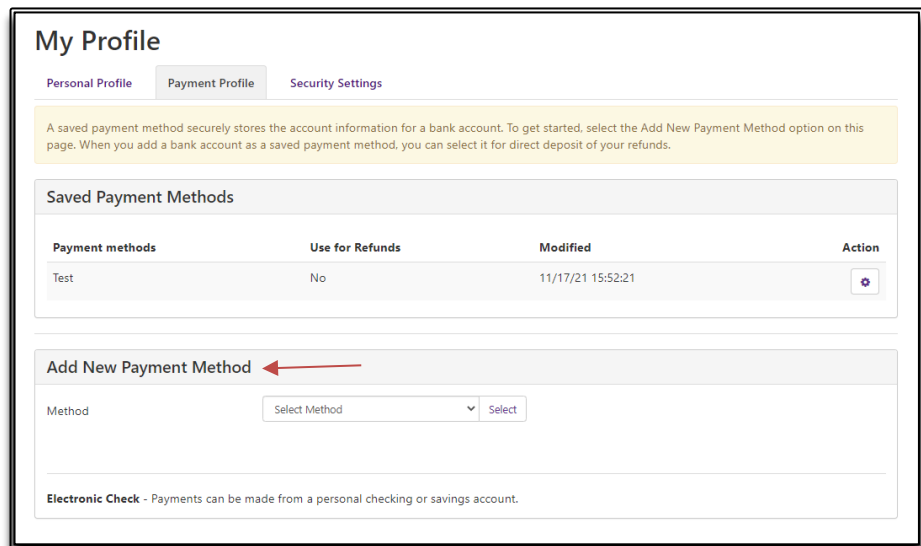
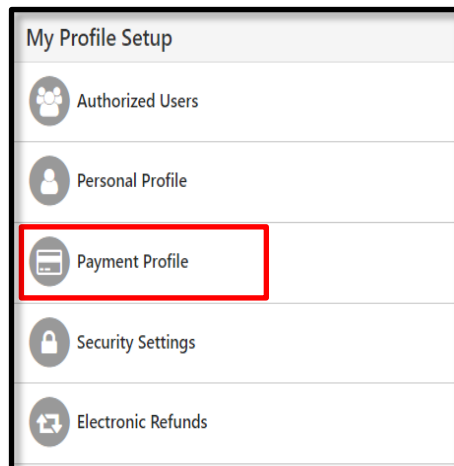
Cancel Continue

Electronic Check - Payments can be made from a personal checking or savings account.

7. Make Changes to Saved Payment Method

Saved payment methods cannot be edited. In order to change a saved payment method, a new payment method must be entered and then the existing method may be deleted.

- Select “Payment Profile” from the My Profile Setup menu.
- Go to the Add New Payment Method section and select “Electronic Check (checking/savings)” from the dropdown box.



- When adding the newest payment method, please pay close attention to the account number. The account number should be a U.S. personal savings or checking account number and not the number listed on a bank, money market or debit card.
- CONTINUE and check to agree to the payment agreement. A confirmation screen confirms that your payment method has been saved. The payment method will appear under “Saved Payment Methods”

Saved Payment Methods				
Payment methods	Preferred	Use for Refunds	Modified	Action
NewPayment		No	10/17/19 15:21:25	
MyChecking		No	10/17/19 15:16:45	

- **Installment Payment Plans: If the account number attached to an Installment Payment Plan must be changed– you MUST update EACH scheduled installment payment.** From the home page go to the scheduled payments section; select the Gear Icon at the far right, select “Edit”.

Scheduled Payments						
Description	Payer	Date	Method	Status	Amount	Action
Scheduled Payment		4/27/22	Test	Scheduled	\$50.00	

- Using the drop down next to the Method option, select the new payment method you just created and select “SAVE”. **This must be repeated for each scheduled installment payment.**

Scheduled Payments

Please note that this scheduled payment is part of the 4Pay Calculated Tuition Plan Fall 2022. To avoid late fees, please pay in full by the due date indicated below.

Edit Scheduled Payment for Tuition Account (██████)

If you need to create a new payment method, please visit the [Payment Methods page](#).

Term for payment: Fall 2022

Payment amount: \$9,595.00

Method: Test

Personal Note: 4Pay Calculated Tuition ...2 --

Payment Date: 6/28/22

Cancel Continue

- Return to the Payment Profile section and using the gear icon, select “Delete” for the incorrect payment method.

My Profile

Personal Profile Payment Profile Security Settings

A saved payment method securely stores the account information for a bank account. To get started, select the Add New Payment Method option on this page. When you add a bank account as a saved payment method, you can select it for direct deposit of your refunds.

Payment methods	Use for Refunds	Modified	Action
Test	No	11/18/21 11:10:11	

Add New Payment Method

Method: Select Method Select

Electronic Check - Payments can be made from a personal checking or savings account.

- Confirm that you want to delete that payment method by clicking “OK”. You will not be able to delete the payment method if there are any scheduled payments still using the wrong account.

8. Make Payments (Including QuickPay and Future Payments)

Make a Payment

- From the Home Page, select “Make Payment”.
- Select the appropriate button to pay “Current Account Balance”, “Pay By Term”, or “Amount Due”.
- Review the payment amount in the corresponding amount box at the right. Change the dollar amount if needed, confirm that the Payment Total at the bottom matches the intended amount, select “Continue”.

Account Payment

Progress bar: Amount (selected), Method, Confirmation, Receipt

Payment Date: 4/21/22

Select Payment Option

- ☐ **Current Account Balance**
\$37,320.00
- ☐ **Pay By Term**
Select which semester terms to pay
- ☐ **Amount Due**
\$37,320.00

Personal Note
Enter a brief payment note

Payment Total: \$0.00

[Continue](#)

- Select the Payment Method from the “Method” dropdown box, then select “Continue”.
- Follow the prompts to complete the payment and receive payment confirmation and receipt.

Account Payment

Progress bar: Amount, Method (selected), Confirmation, Receipt

Amount: \$36,620.00

Method:*

Select Method

- Credit Card
 - Credit Card via PayPath
- Saved Payment Methods
 - Test
- Other Payment Methods
 - Electronic Check (checking/savings)

*Credit card payments are... A non-refundable service fee will be added to your payment.

Electronic Check - Payments can be made from a personal checking or savings account.

[Back](#) [Cancel](#) [Continue](#)

* Indicates required information

Annotations:

- Select the method you wish to use (points to Method dropdown)
- Click Continue after you selected the pay method (points to Continue button)

Make a QuickPay Payment

- The QuickPay payment option allows fewer ‘clicks’ to complete the payment process after a preferred

payment method has been established.

- The QuickPay Payment method provides a clear view of how much will be paid, the payment method and the confirmation email address.
- From the Home Page, select “QuickPay”. Then select the appropriate option from the dropdown box to pay the Current Account Balance, Amount Due, or pay Other Amount.

The screenshot shows a web application interface for a student account. At the top, there is a navigation bar with links: My Account, Make Payment, Payment Plans, Refunds, and Help. On the left, an 'Announcement' section titled 'Important Dates' lists key dates for Fall 2020: Jun. 20 (first fall bills available online), Jul 15 (last day to complete waiver for health insurance), and Aug 1 (Fall bill is due). It also mentions a deadline for waiving Student Health Insurance by July 15, 2020. The main content area features a 'QuickPay' section with a dropdown menu open, showing options: 'Other Amount', 'Select Option', 'Current Account Balance | \$37,320.00', 'Amount Due | \$37,320.00', and 'Other Amount' (highlighted). To the right of the dropdown is a 'Go!' button. Below this, the 'Student Account' section shows a 'Balance' of \$37,320.00. On the far right, a 'My Profile Setup' sidebar contains links for Authorized Users, Personal Profile, Payment Profile, and Family Settings.

- Follow the prompts to complete the payment and receive payment confirmation and receipt.

Make a Future Payment

- You have the ability to change the date that the payment will be processed to the student account. On the Account Payment page, you can click in the Payment Date and schedule it for a future date. You **MUST** have a saved Payment Method in order to schedule a payment.

9. Enroll in the semester-based Installment Payment Plan

The Installment Payment Plan (IPP) can be used to pay **one semester's** expenses, interest-free, over scheduled monthly installments. Students and families will need to re-enroll for each semester. At the time of enrollment, the non-refundable enrollment fee must be paid and all installment payments can be scheduled to be automatically deducted from a U.S. checking or savings account or manually paid online on or before the due date. More information is provided on our [Bursar](#) web page. An outstanding balance from a previous semester will prevent IPP enrollment. **Important Note:** Choosing to make an optional down payment does not replace the first installment payment. A down payment will reduce all upcoming installments equally.

- Under the “Payment Plan” tab, students and authorized users click the “Enroll Now” button to begin

Payment Plans

Manage Plans

Plan History



You are not yet enrolled in a payment plan for the current term. There are active plans for which you may be eligible to enroll.

Enroll Now

- Select the Payment Plan Term from the dropdown box and select the plan.

Payment Plan Enrollment

Select

Schedule

Agreement

Select Account: Tuition Account: \$38,380.00 Select

Select Term: Select

- Select whether you want a 2, 3 or 4 Calculated Payment Plan.

Payment Plan Enrollment

Select

Schedule

Agreement

Select Account: Tuition Account: \$38,380.00 Select

Select Term: Fall 2022 Select

Plan Name	Setup Fee	Installments	Action
3Pay Calculated Tuition Plan Fall 2022	\$60.00	3	
4Pay Calculated Tuition Plan Fall 2022	\$60.00	4	
2Pay Calculated Tuition Plan Fall 2022	\$60.00	2	

- Review the plan to confirm the charges and financial aid that has been included you will also see the Payment Schedule. If you would like to setup Automatic Payments, you can set it up by clicking “Yes” or “No” in the Setup Automatic Payments area and then click continue.

- **Note: The plan enrollment fee will be withdrawn today. If you choose to make an optional down payment, that will be withdrawn today. Choosing to make an optional down payment does not replace the first installment payment. A down payment will reduce all upcoming installments equally.**

Payment Plan Enrollment

Select Schedule Agreement

4Pay Calculated Tuition Plan Fall 2022

Please review your payment schedule carefully before completing your enrollment. Also, please note that amounts listed on this page may include account activity that is more recent than any billing statement you might have received. In the [Account Activity page](#), you can review all recent charges and credits to your account.

Plan Description

During sign up, all current outstanding charges for the term are automatically pulled into the plan (prior semester and past due charges cannot be included). Any funds that are disbursed or displayed on your account as anticipated will be credited towards the plan balance due. When you have new charges, your plan installment amounts will go up; when you have payments or other credits not included in your plan, your installment amounts will go down. The table shown below displays additional terms of the plan and an estimate of your monthly payment.

Eligible Charges and Credits

Description	Charge(s)	Credit(s)
Tuition	38,380.00	
Balance: 38,380.00		
Optional down payment		0.00

Payment Schedule

The payment plan schedule provided below only includes charges and credits that are eligible for the payment plan. Any additional amounts owed or reflected below will need to be paid separately. You may make a payment toward the amount not included in the plan after enrolling in the plan.

You owe an additional **\$0.00**

Description	Due Date	Amount(s)
Installment 1	7/1/22	9,595.00
Installment 2	8/1/22	9,595.00
Installment 3	9/1/22	9,595.00
Installment 4	10/1/22	9,595.00
Total of installments: 38,380.00		

Set up Automatic Payments

Would you like to set up payments to be made automatically on the dates shown above?

☐ Yes, I want to set up my payments. Let me choose the payment method that will automatically be used to make a payment on each due date.

☐ No, I don't want to set up payments. I will come back and make each payment on or before the due date.

Back Cancel **Continue**

- Specify if you would like to have your payments scheduled or not.

Holy Cross

My Account My Profile Make Payment Payment Plans Re

Payment Plan Enrollment

Select Schedule Agreement

4Pay Calculated Tuition Plan Fall 2022

Please review your payment schedule carefully before completing your enrollment. Also, please note that amounts listed on this page may include account activity that is more recent than any billing statement you might have received. In the [Account Activity page](#), you can review all recent charges and credits to your account.

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Eligible Charges and Credits

Payment Schedule

Payment Plan Enrollment

Please specify if you would like your payments to be scheduled or not.

OK

- Review the Payment Plan Agreement and click to “Agree” to the plan.

ACH Payment Agreement

I hereby authorize **College of the Holy Cross** to initiate debit or credit entries to my Depository according to the terms below, and for my Depository to debit or credit the same to such account. In the event that this electronic payment is returned unpaid for any reason, I understand that a **\$30.00** return fee will be added to my student account.

Name: **TESTING**

Address:

Depository: CENTRAL ONE FEDERAL CREDIT UNION
714 MAIN STREET
SHREWSBURY, MA 01545

Routing Number: 211387169

Account Number: xxx89

Debit Amount: \$9,595.00

This agreement is dated 04/27/2022 12:56:09 PM EDT.

For fraud detection purposes, your internet address has been logged: 38.111.224.30 at 04/27/2022 12:56:09 PM EDT

Any false information entered hereon constitutes as fraud and subjects the party entering same to felony prosecution under both Federal and State laws of the United States. Violators will be prosecuted to the fullest extent of the law.

To revoke this authorization agreement you must contact: bursar@holycross.edu

☐ I agree to the above terms and conditions. (Print Agreement)

[Cancel](#) [Continue](#)

- Review the ACH Payments Agreement and click to Agree to the scheduled payments. You do not need to schedule or make payments in advance of this date, they will process automatically.
- A final confirmation page confirms your enrollment in the Installment Payment Plan. On the home page you will also see the schedule of the upcoming payments.

ACH Payment Agreement

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 I agree to the above terms and conditions. (Print Agreement)


[Cancel](#) [Continue](#)


IMPORTANT NOTE on Making Additional or Advance Payments:


If you choose to make any payments in addition to the IPP scheduled payments, all upcoming installment payments will be reduced equally. The IPP payments cannot be skipped. If you wish to pay one of the Installment Payment Plan payments early (advance payment), you **must** take the following steps:


- Log into your account at https://secure.touchnet.net/C20600_tsa/web/login.jsp
- Go to the Payment Plans Tab
- Use the purple “Pay Next Installment” button at the bottom of the page. You will be reminded that the payment is already scheduled. The Payment Amount will be displayed.
- If you wish to pay the full payment amount, select “Continue” and follow the system prompts.
- If you wish to pay less than the full payment amount, enter the desired payment amount, select “Continue” and follow the prompts. The remaining amount of your scheduled installment will be automatically deducted according to the IPP schedule.

Installment Payment


Amount


Method


Confirmation


Receipt

4Pay Calculated Tuition Plan Fall 2022 -- Installment 1 of 4

Enrollment date	4/14/22
Amount Due	\$9,595.00
Due Date	7/1/22

Payment Options

Payment amount

Payment Date

