

## Accessing TouchNet

Go to my.lipscomb.edu.

- From the Student Homepage, select CNS Student Portal.
- Select My Finances.
- Select TouchNet Payments/Plans.
- If you see the Financial Responsibility Agreement, select one of the options at the bottom of the page.

On the TouchNet homepage, you will see

- Announcements
- Your student account balance
- Links to make a payment or enroll in a payment plan
- On-demand statements (when available)
- Profile setup
- Term Balances

## Creating Your Profile

### Setting Up Your Payment Profile

On the TouchNet homepage, select “Payment Profile” in “My Profile Setup.”

- In the “Add New Payment Method” section, select “Electronic Check (checking/savings)” and click Select. NOTE: When you make a payment via credit card, you can save your card info for future use.
- Enter your bank account info and select the “Check here if you would like refunds to be deposited into this account” for faster access to student refunds.
- Click Continue.

### Setting up an eRefunds Account

If you have not already selected a refund method in the “Setting Up Your Payment Profile” section above, select “eRefunds” in “My Profile Setup” on the TouchNet homepage.

- Click “Set Up a New Account.”
- Enter your bank account info and select the “Check here if you would like refunds to be deposited into this account” box for faster access to student refunds.
- Click Continue.

### Adding Authorized Users

On the TouchNet homepage, select “Authorized Users” in “My Profile Setup.” You can

- View existing authorized users
- Add new authorized users to grant access to parents, guardians, or others as desired.
  - Select the Add Authorized User tab.

- Enter the email address of the new authorized user.
- Select the access and communication preferences.
- Click Continue.
- You must click “I Agree” and Continue to add the authorized user.

### Entering Your Phone Number for Text Alerts

On the TouchNet homepage, select “Personal Profile” in “My Profile Setup.”

- Select the “Personal Profile” tab.
- In the Mobile Number section, click the Edit button.
- Enter your mobile number in the format xxx-xxx-xxxx and select the carrier (Verizon, AT&T, etc).
- Click Save.
- Check the “Send me additional text message notifications...” box.
- Click OK on the confirmation window.

## Viewing Your Balance

On the TouchNet homepage, you will see a summary of your student account and term balances.

### Summary

- Click Balance, Estimated Financial Aid, or Balance Including Pending Items to view the transactions.
  - Balance is the sum of posted charges minus the sum of posted payments.
  - Estimated Financial Aid is the approved award amount.
  - Balance including Pending Items is the Balance plus pending charges minus Estimated Financial Aid. NOTE: For aid that is awarded for the entire school year, you may see aid for a future term.
- Click View Activity to see the detailed balance by term
- Click Make Payment to pay your balance by term or click “Enroll in Payment Plan” to view payment plan options

### Term Balances

Lists the balances by term. See “Summary” section above to view the transaction detail.

## Making a Payment

On the TouchNet homepage, click the “Make Payment” tab or click the “Make Payment” button in the Student Account section.

Enter the payment date.

In the “Pay By Term” section, enter the payment amount for each term.

Click Continue.

Select a saved payment method, credit card, or bank account and click Continue.

- **Bank Account**
  - Follow directions from the “Setting Up Your Payment Profile” section above.
  - Click “I agree to the above terms and conditions” and click Continue.
- **Credit Card**
  - Please be aware that a convenience fee will be added to credit card payments.
    - 2.95% of charge (minimum \$3.00) for domestic issued cards
    - 4.25% (minimum \$3.00) for International issued cards
  - Verify the amount, payment method, and email address.
  - Click “Continue to PayPath.”
  - Verify the term and amount.
  - Click Continue.
  - Read the convenience fee information and click Continue.
  - Enter your card info (if not already saved) and click Continue.
  - Verify the payment info, check the “I agree to the terms and conditions” box and click “Submit Payment.”

## Enrolling in a Payment Plan

On the TouchNet homepage, click the “Enroll in Payment Plan” button in the Student Account section.

- Select your program version and click Select.
- Select the term for the payment plan and click select.
- You should see a list of available payment plans.
- Click Select for the desired payment plan.
- View the payment plan details and click Continue.
- Select a saved payment method, credit card, or bank account and click Continue.
- **Bank Account**
  - Follow directions from the “Setting Up Your Payment Profile” section above.
  - Click “I agree to the above terms and conditions” and click Continue.
- **Credit Card**
  - Please be aware that a convenience fee will be added to credit card payments.
    - 2.95% of charge (minimum \$3.00) for domestic issued cards
    - 4.25% (minimum \$3.00) for International issued cards
  - Verify the amount, payment method, and email address.
  - Click “Continue to PayPath.”
  - Verify the term and amount.
  - Click Continue.
  - Read the convenience fee information and click Continue.
  - Enter your card info (if not already saved) and click Continue.

- Verify the payment info, check the “I agree to the terms and conditions” box and click “Submit Payment.”
- Check the “I agree to the payment plan agreement” box and click Continue.

## Viewing On-Demand Statements

On the TouchNet homepage, click the “On-Demand Statement” button in the Statements section.

- Select the term and click Submit.
- View, print, or make a payment from the On-Demand Statement.