Accessing TouchNet

TouchNet: Where students pay their bill online, setup 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 page
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 password
   - 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 – there will be a 2.95% service fee
2. Pay with electronic check (ACH payment) – enter bank account → routing and account number
3. Select which **TERM** and want to pay on
   a. FA23, SP24, SU24, FA24, 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 15th of each month.
   - Deadlines vary with each semester
   - TouchNet will charge a $30 non-refundable 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. Students 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.