

## TouchNet Access Guide

### How To Obtain Access To TouchNet Systems:

TouchNet access is needed for departments who manage Marketplace stores or uPay sites and/or process departmental web deposits to record their daily deposits.

If you are requesting access to one or more TouchNet systems, you will complete the TouchNet Security Request Form, located at the link below.

TouchNet Security Request Form:

<https://augustauniversity.box.com/s/p9vd8vfhfnyjkv0scf9pw1ervyppw8hw>

If you choose one of the Marketplace Store options, add the name of the store or department on the form.

Once you complete the request, submit the form to the Business Office for review and access. You will receive your login credentials from the Business Office along with basic navigation documentation.

It is very important to periodically check your profile to ensure all your information is accurate. Update your information such as email address or phone number, as needed.

A Marketplace store provides a simple storefront on the internet where customers can select store products and make payment using credit/debit card or electronic check. If your department needs to request a new store, contact the Business Office for assistance.

A Marketplace uPay site is a payment processing link that is interfaced with a third-party vendor website. The third-party vendor (TouchNet partner) website is the front facing customer point of sale where the customer will complete required information, decide what they are purchasing and when they click to pay, the interface uses TouchNet to process the payment, which can be via credit/debit card or electronic check. The third-party vendor must be approved by IT prior to requesting a Marketplace uPay site.

The Bursar or the Assistant Bursar will guide you through the process to ensure you are aware of the merchant processing charges, how those charges are allocated, and any cost for establishing the Marketplace uPay site and how those charges are received and paid.

### **How To Log In:**

TouchNet has a required school-specific code that is used as a prefix on every user ID. Augusta University's code (prefix) is C26625. Each username will be set up with that code before the specific username. User ID example: C26625jdoe.

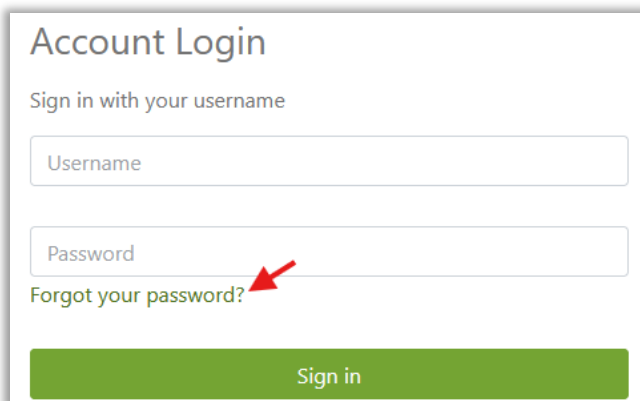
When the Business Office provides your login credentials, please make sure you save the generic TouchNet URL. Google Chrome is the preferred browser. It is not recommended to save the URL as a favorite.

The generic URL:

<https://secure.touchnet.com/ucommercecentral>

### **How To Reset Your Password:**

On the login screen, select "Forgot your password".



The screenshot shows a login form titled "Account Login". Below the title is the instruction "Sign in with your username". There are two input fields: "Username" and "Password". Below the "Password" field is a link that says "Forgot your password?". A red arrow points to this link. At the bottom of the form is a green button labeled "Sign in".

Enter your User ID and select Continue to complete the password reset.

## **What To Do If You Are Still Unable To Log In After Resetting Your Password:**

If you continue to have difficulty logging in, close the web browser, clear cache/history, reopen the web browser and enter the generic URL. When saving the URL as a favorite, you may not be able to log into the site.

<https://secure.touchnet.com/ucommercecentral>

Follow this step after your first failed login attempt to prevent your account from being locked.

If it becomes locked, an administrator (Bursar or Assistant Bursar) can unlock it. You should still be able to use the generic link and your updated password once it is unlocked.

If needed after your account is unlocked and you still are unable to log in with the generic link, we can create a temporary password reset for you.

## **What To Do If Your Saved Favorite Link No Longer Works:**

This problem can be resolved by reverting to the generic link for TouchNet UCommerce:  
<https://secure.touchnet.com/ucommercecentral>

You may also need to clear your internet cache/history. Try to do this before your login becomes locked due to too many attempts. It is not recommended to save the URL as a favorite.

Contact the Business Office for assistance. TouchNet is a product that is used by the campus but the administrators of the system are limited to the following individuals:

### **Business Office:**

Kara Sanders (Bursar): [ksanders1@augusta.edu](mailto:ksanders1@augusta.edu)

April Stapleton (Assistant Bursar): [astapletong@augusta.edu](mailto:astapletong@augusta.edu)

### **DCG Business Office:**

Jacob Usry: [jacusry@augusta.edu](mailto:jacusry@augusta.edu)