

TouchNet Access Guide

What is covered in this document:

- How to obtain access, how to keep access
- How to log in
- How to reset your password
- What to do if you reset your password and you can't get back in
- What to do if your saved favorite link no longer works
- If you get locked out and none of the above works

How to obtain access to TouchNet systems:

First, you will only be granted access to TouchNet if your work role (for Augusta University) requires you to set up, use, or run reports in TouchNet. You may also be seeking to implement a new location for TouchNet use.

If you are requesting access to one or more TouchNet systems, you will complete the TouchNet Security Request Form, located at this link and also in our Business Office intranet website.

Security Request Form:

<https://augustauniversity.box.com/s/wkuvf6lqtax0b8og1ceuk7xt3b80r00x>

Once you complete this, if you choose one of the Marketplace Store options, there is more paperwork to complete.

Setting up a store is one of the more complicated but possible setups that we can assist you with. There are two types of stores.

A regular Marketplace store provides a simple storefront on the web where your customers can go and make a payment using an electronic check or credit card.

A UPay Marketplace store is a payment processing link that is interfaced with an outside vendor website. The outside vendor (partner) website is the front facing customer point of sale where the customer will complete registration information, decide what they are purchasing and when they click to pay, the interface uses TouchNet to process the payment, which can be an electronic check or a credit card.

The Bursar (currently Beth Welsh) or the Assistant Bursar (currently Kara Sanders) 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 store and how those charges are received and paid.

Once you submit your form, you will receive your login credentials from the Business Office along with basic navigation documentation.

How to log in:

This comes up because TouchNet has a code that is used as a prefix on every user ID. This helps them identify what school you are with. For Augusta University, our code (prefix) is C26625. Thus when you are provided a login, your username will be set up with that code before the username that you will put in the user ID block. Mine is C26625.bwelsh as an example.

When the Business Office provides you with your login credentials, please make sure you save the generic URL that will get you into TouchNet. Google Chrome is the preferred browser as of the time of this document, 2020. The URL that is initially provided is not what the URL that you save as a favorite will be once you have successfully logged in. As a security measure, TouchNet updates this URL to a very complicated and lengthy URL. This saved favorite will work for a while but eventually it will stop. When they apply patches or releases, or when it is time to reset your password your saved favorite URL will no longer work.

The generic URL:

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

How to reset your password:

Oh boy! This one is a favorite.

On the login screen under the green button “LOGIN” is a blue link that says “forgot password”.

When you click that link it will take you to a method to reset your password using your saved answers to questions that you set up when you first received your access.

Important to note: Many times, it is not your password that is wrong, it is the saved favorite URL. Go back to the generic URL and most of the time you can get in.

It is very important to check your profile occasionally to ensure all of the information that you saved there when you first received access (like your email address) is accurate. Many long-time users never updated their email address to the current @augusta.edu. This causes issues when contact needs to be made regarding system outages.

What to do if you reset your password and you can't get back in:

This one is due to the more secure link that your saved favorite URL will change to once you have logged in.

The solution is to clear your browser cache, and use the generic link:

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

Try to do this after your first attempt and before you get the notice that your account is 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 we unlock your account and you still cannot get in with the generic link, we can perform 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 clear your internet cache just to be thorough.

Try to do this before your login becomes locked due to too many attempts.

If you get locked out, and none of the above works:

We are here to assist! 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 (Assistant Bursar): ksanders1@augusta.edu

Beth Welsh (Bursar): bwelsh@augusta.edu

DCG Business Office:

Michael Budd: mbudd@augusta.edu