



LOG IN AS AN AUTHORIZED USER

Students must add authorized users for parent/guardian access. This tutorial shows how authorized users log in after being added.

STEP 1

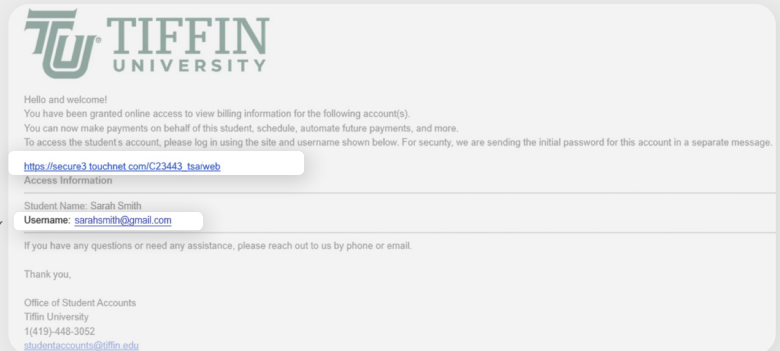
Before an authorized user can log in, the student must grant access. For step-by-step instructions, see the **Setting Up an Authorized User Guide**.

STEP 2 - Access Authorization Email

The authorized user will receive an email from **campuspayments@touchnet.com**

TouchNet login page link.

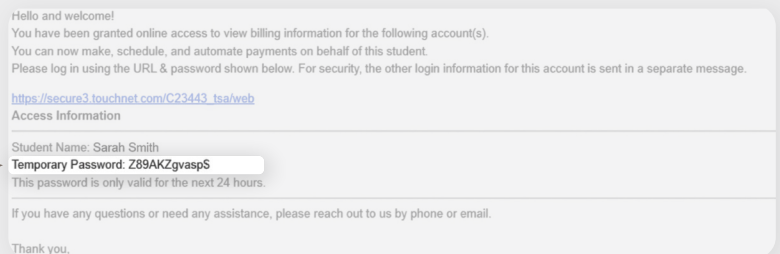
The **Username** will be the **email address** the student provided for the authorized user.



STEP 3 - Access Information Email

Authorized users will receive a second email from **campuspayments@touchnet.com** with a **temporary password**.

Use it with the earlier access email to log in.



STEP 4 - Log In

Log into **TouchNet** at: https://secure3.touchnet.com/C23443_tsa/web/login.jsp

Enter the **Email address (Username)** from the first email received.

Enter the **temporary password** from the second email received.

Click **Login**.

Welcome to Tiffin University
Payment Center

Login for parents or others who have been granted access.

Enter Email Address:

Enter Password:

Forgot Password

Login

STEP 5 - Authorized User Profile Set Up

Enter your **Full name**.

Enter and **Confirm** your new password.

Click **Continue**.

Authorized User Profile Setup

Reset password. Please enter a new password.

* Indicates required fields

Full name* First name Last name

Password Requirements

Minimum 12 character length and must contain the following:

- 1 upper case letter
- 1 lower case letter
- 1 number
- 1 of the following special characters: !#\$%&()*+,-./:;<=>?@[|^_`~

New password* Confirm password*

Continue

STEP 6 - Assistance

ITS staff do not have access to manage access to a student's records. If you're having trouble logging in, we recommend the following troubleshooting steps:

1. Ask your student to **remove your access**, logout of their Tiffin's accounts, restart their browser, log back in, and re-add your access.
2. Use an incognito or private window in the browser to ensure it's not a **cookie/cache** issue.
3. Click the **Forgot Password** link on the TouchNet login page to reset your password.

If all else fails, reach out to **TouchNet** customer care at 888-621-4451 or customercare@touchnet.com.