

## TouchNet FAQs

### 1. What is TouchNet?

TouchNet is a one-stop portal where students and families can 1) view real-time account information, 2) make payments and 3) select payment plans. Additionally, they can also choose refund options and view the status and history of refunds.

### 2. When will TouchNet be available?

TouchNet will “go live” July 11, 2017. The first billing on the TouchNet system will be fall 2017.

### 3. What is happening to CashNet?

TouchNet will be replacing CashNet. CashNet will no longer be available after May 31, 2017. TouchNet will become available July 11.

### 4. How do I view my account/make payments during the transition period (June 1 through July 11, 2017)?

During this transition period, student account information may be viewed on BannerWeb. All payments on student accounts must be made directly to the Office of Registrar/Student Accounts at the College. You may make payments by mail or in person. We will accept checks, cash, and credit cards in the Office of Registrar/Student Accounts during this interim period.

### 5. Will I receive a paper bill with TouchNet?

No, all student invoices will be delivered through the TouchNet portal. If you need a paper copy of an invoice or your current account status, you may print them at any time from your TouchNet account.

### 6. What are my payment options with TouchNet?

Payments are accepted by ACH (electronic check) or credit card. A monthly payment plan option of up to five payments per semester is also available.

### 7. When is the fall semester payment due and what are the payment plan options?

The fall invoices will be available on TouchNet July 11 with an August 15, 2017 due date. Monthly payment plans will be available beginning August 1, 2017 based on the following schedule:

#### Fall 2017

Enrollment Period	Number of Payments	Due Date of First Payment
Prior to August 15	5	August 15
August 16 to September 15	4	September 15
September 16 to October 15	3	October 15

## Spring 2018

Enrollment Period	Number of Payments	Due Date of First Payment
August 1 to January 15	5	January 15
January 16 to February 15	4	February 15
February 16 to March 15	3	March 15

### 8. How do I access my TouchNet portal account?

You will access TouchNet with the following link effective July 11:

[https://secure.touchnet.net/C20821\\_tsa/web/index.jsp](https://secure.touchnet.net/C20821_tsa/web/index.jsp) or through your BannerWeb account.

### 9. Will my parent/family be able to access TouchNet?

When you sign access your TouchNet portal, there will be an option to set up an “authorized user” (parent or other family member) to view your account information. Once your set up the authorized user, TouchNet will send that user information on establishing their login credentials to the TouchNet portal.

### 10. How will I receive refunds from my student account?

The fastest and most convenient way to receive a refund is to set up direct deposit to your bank account. You will be able to do this 24/7 on the TouchNet portal at the URL effective July 11: [https://secure.touchnet.net/C20821\\_tsa/web/index.jsp](https://secure.touchnet.net/C20821_tsa/web/index.jsp). Even if you had direct deposit in place with CashNet, you will need to establish your direct deposit with TouchNet. If you do not set up direct deposit, you will be mailed a check through the TouchNet processing center. Please know that direct deposit is a much faster, secure way to receive refunds. If you change banks, you will be able to update your information any time through your TouchNet portal.

### 11. Is it OK to keep my BankMobile Vibe account to receive refunds from my account?

You may certainly keep this account; however, beginning June 1, 2017, the fee structure of the account will change, making it more likely the account will no longer be fee-free.

### 12. What are my other options for a free bank account?

The College has accumulated a list of banks and credit unions that offer free accounts (see list below). You may also wish to contact your current financial institution about such accounts.

### 13. Is TouchNet accessible through my mobile device?

You may login to TouchNet through your mobile web browser at the following address [https://secure.touchnet.net/C20821\\_tsa/web/index.jsp](https://secure.touchnet.net/C20821_tsa/web/index.jsp) The TouchNet portal has been optimized for mobile devices.

### 14. Where will my previous semester’s invoices be available?

Student financial transactions prior to fall 2017 will be available through BannerWeb.

### **15. What happens to my TouchNet account if I leave Guilford?**

Your TouchNet account will still be accessible through the url [https://secure.touchnet.net/C20821\\_tsa/web/index.jsp](https://secure.touchnet.net/C20821_tsa/web/index.jsp) or through BannerWeb.

### **16. What should I do to prepare for TouchNet?**

To be able to get the most from your account when TouchNet goes live on July 11, you should take the following steps:

- Be prepared to sign up for direct deposit for any student refunds you may receive. Even if you were signed for direct deposit with CashNet, you will need to sign up with TouchNet via the portal beginning July 11.
- If you do not have a bank account, please review the options for free accounts in the list below.
- Decide who you would like to have access to your bills so you can sign them up as an authorized user.

### **17. What is the schedule for conversion to TouchNet?**

This conversion will take place over the summer break. To make this conversion run as smoothly and efficiently as possible, we have established the following schedule:

- **June 1, 2017** – The CashNet billing and payment system will be discontinued. This also will include the BankMobile refund system. For those who have BankMobile Vibe bank accounts, you will begin to incur fees after May 31 unless you meet their minimum requirements. You may wish to switch to another financial institution that offers free accounts. We are compiling a list of some of these options, and will post them on our website. You may also contact your local bank or credit union about free checking accounts.
- **June 1, 2017 to July 11, 2017** – During this transition period, student account information may be viewed on BannerWeb. All payments on student accounts must be made directly to the Office of Registrar/Student Accounts at the College. You may make payments by mail or in person. We will accept checks, cash, and credit cards in the Office of Registrar/Student Accounts during this interim period.
- **July 11, 2017** – The go-live date for the new TouchNet system! On this date, the fall 2017 semester invoices will be available through TouchNet, with an August 15 due date. All student accounts activity will be handled through the system, including billing, payments, payment plans, and refunds.

## Financial Institutions Near Guilford College

Bank/Credit Union	Free account	how to open	nearest branch	Free ATM network(s)	Website
Bank of America	Yes, no minimum balance	at branch or online	700 College Rd	All Bank of America ATMs	<a href="http://www.bankofamerica.com">www.bankofamerica.com</a>
BB&T	Yes, no minimum balance	at branch or online	606 College Rd	All BB&T ATMs, 2 w/d from non-BB&T ATM w/ no BB&T fee	<a href="http://www.bbt.com">www.bbt.com</a>
BNC Bank	Yes, no minimum balance	at branch or online	1431 New Garden Rd	All BNC Bank ATMs, Cash Points	<a href="http://www.bncbanking.com">www.bncbanking.com</a>
First Citizens Bank	Yes, no minimum balance	at branch or online	1509 Highwoods Blvd	All First Citizens ATMs	<a href="http://www.firstcitizens.com">www.firstcitizens.com</a>
PNC Bank	Yes, no minimum balance	at branch or online	5234 W Market Street	All PNC ATMs (PNC ATM at Harris Teeter across from Guilford)	<a href="http://www.pnc.com">www.pnc.com</a>
Self Help Credit Union	Yes, no minimum balance	at branch or online	3400 Battleground Ave	Self Help ATMs, Cash Points (6 per month)	<a href="http://www.self-help.org">www.self-help.org</a>
SunTrust Bank	Yes, no minimum balance	at branch or online	612 College Rd	All SunTrust ATMs	<a href="http://www.suntrust.com">www.suntrust.com</a>
Truiliant Federal Credit Union	Yes, no minimum balance	at branch or online	6912 Downwind Rd	Truiliant ATMs, Allpoints, CU24, Plus, Money Pass, Alliance One	<a href="http://www.truiliantfcu.org">www.truiliantfcu.org</a>
Wells Fargo Bank	Must have 10 debit card uses or \$500 direct deposits or \$5 fee	at branch or online	5815 W Friendly Ave	All Wells Fargo ATMs (ATM on campus)	<a href="http://www.wellsfargo.com">www.wellsfargo.com</a>

### **Other notes:**

1. Although accounts can be open online, all institutions recommend opening in person in order to assure account is set up properly.
2. All institutions have mobile banking.
3. E-statements are required by most to obtain free account.

**The College is not endorsing or recommending any of these financial institutions. This list is merely for the information and convenience of our students. It is not intended to be all-inclusive, but is merely a sampling of available options. Data gathered as of May 2017. Please verify with financial institution prior to opening account.**