

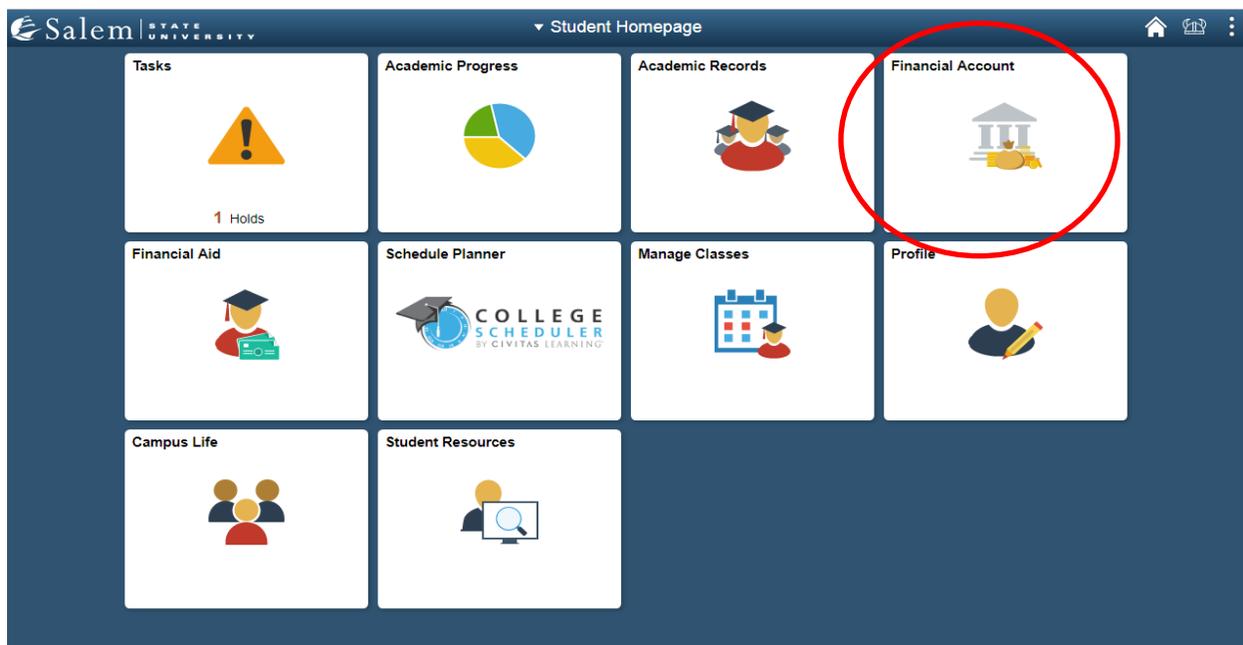
Student Navigation Center

How to: Assign an Authorized User

1. Log into Navigator.

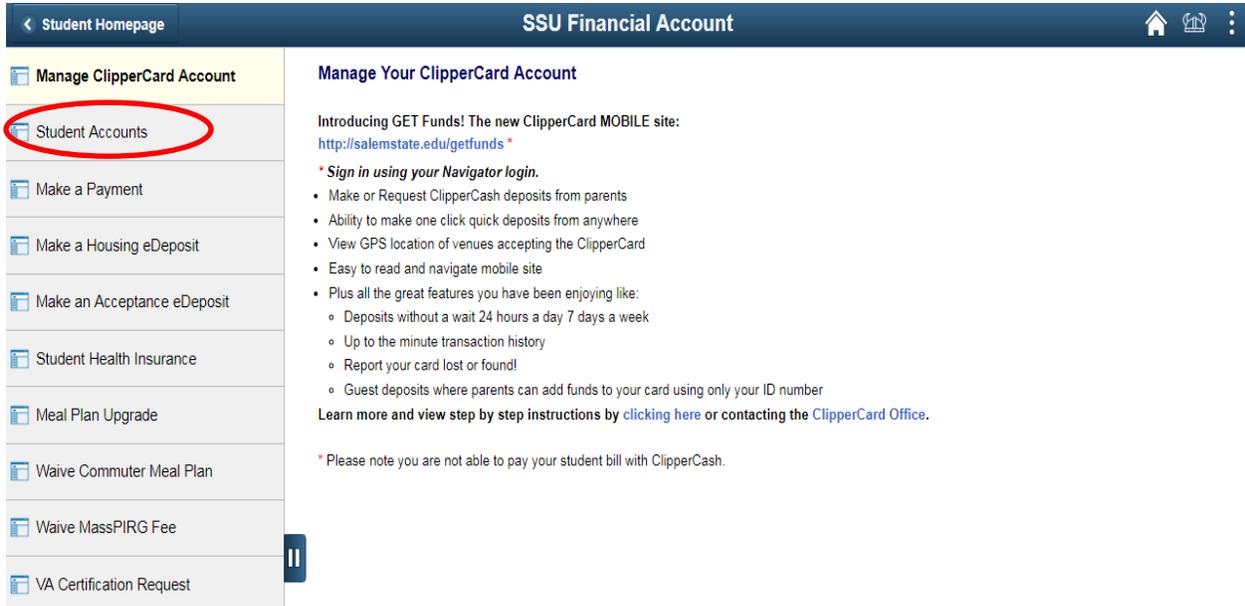


2. Once at the Student Homepage, click on "Financial Account".



3. On the menu bar, click on “Student Accounts”. Then follow the “Click Here” link to access TouchNet”.

Note: Please make sure that pop-up windows are enabled.



The screenshot shows the SSU Financial Account website interface. The top navigation bar includes a back arrow, 'Student Homepage', 'SSU Financial Account', and icons for home, help, and a menu. The left sidebar menu lists various services: 'Manage ClipperCard Account', 'Student Accounts' (circled in red), 'Make a Payment', 'Make a Housing eDeposit', 'Make an Acceptance eDeposit', 'Student Health Insurance', 'Meal Plan Upgrade', 'Waive Commuter Meal Plan', 'Waive MassPIRG Fee', and 'VA Certification Request'. The main content area is titled 'Manage Your ClipperCard Account' and contains an announcement for 'GET Funds! The new ClipperCard MOBILE site' with a link to <http://salemstate.edu/getfunds>. It lists features such as signing in with Navigator login, making deposits from parents, and viewing GPS locations. A note at the bottom states: '* Please note you are not able to pay your student bill with ClipperCash.'

4. If this is your first time logging in, you will need to create a Multi-Factor Authentication option to receive codes to login. Once you click on “Click here to access TouchNet”, the user will be directed to a page to select from the following options:

- a. Authenticator Application- This is the most secure option and the preferred method to use. **Note:** Examples are google authenticator and Microsoft authenticator. These apps can be downloaded from the Apple App Store or Google Play.
- b. Text Message - A mobile phone number will be entered to receive passcodes to login.
- c. Email address - An email address will be entered to receive passcodes to login.

Primary Method

Google Authenticator (Preferred)
New to Google Authenticator? Download from the App Store or Google Play to get Started!

Text message to existing or new mobile number

Email message to existing or new email address

5. Once you have selected the authentication option, click the green Continue button at the bottom of the page.

Account Login



Multi-Factor Authentication Enrollment

Due to enhanced security, multi-factor authentication is required.

Primary Method

Google Authenticator (Preferred)
New to Google Authenticator? Download from the App Store or Google Play to get Started!

Text message to existing or new mobile number

Email message to existing or new email address

Backup Method (optional)

Adding a backup method allows a passcode to be obtained by way of an additional method.

[Setup Method](#)

[Cancel](#) [Continue](#)

6. Enter the passcode and select verify.

Account Login

Multi-Factor Authentication

Due to updated security and compliance, multi factor authentication is required.

Enter the passcode found by way of your mobile number *****2840.

Resend Code Verify

Cancel Continue

7. When the passcode is verified, select continue to access the account.

Account Login

Multi-Factor Authentication

Due to updated security and compliance, multi factor authentication is required.

Enter the passcode found by way of your mobile number *****2840.

484477 Verify

Cancel Continue

8. If you need the multi-factor authentication option reset, contact the Student Navigation Center at navcenter@salemstate.edu.

9. Once in TouchNet, click on “Authorized Users”.

The screenshot shows the TouchNet interface for a user named Jenny Student. The top navigation bar includes the Salem State University logo and a 'Logout' link. Below the navigation bar, there are several sections: an 'Announcement' box, two informational cards about payment profiles and direct deposit, a green 'I would like to pay...' section with a dropdown menu and a 'Go!' button, and a 'Student Account' summary showing a balance of \$10.00. On the right side, there is a 'My Profile Setup' sidebar with several options: 'Authorized Users' (circled in red), 'Personal Profile', 'Payment Profile', 'Security Settings', 'Consents and Agreements', and 'Electronic Refunds'.

10. Next, click on the “Add Authorized User” tab.

The screenshot shows the 'Authorized Users' page. At the top, there is a header with the Salem State University logo and a 'Logout' link. Below the header, there is a navigation bar with several options: 'My Account', 'Make Payment', 'Payment Plans', 'Deposits', 'Refunds', 'Help', and 'My Profile'. The main content area is titled 'Authorized Users' and has two tabs: 'Authorized Users' and 'Add Authorized User' (circled in red). Below the tabs, there is a yellow message box that says 'No authorized user has access to your account information.'

11. Type in the email address of the authorized user in the text box provided. Then, answer the following three questions according to your preference by selecting “Yes” or “No” with the radio buttons. When finished, click “Continue”.

Salem STATE UNIVERSITY | Logged in as: Jenny Student | Logout

My Account | Make Payment | Payment Plans | Deposits | Refunds | Help | My Profile

Authorized Users

Authorized Users | Add Authorized User

You can give others (parents, employers, etc.) the ability to access your account information. In compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), your student financial records may not be shared with a third party without your written consent. Adding an authorized user is your written consent that an individual may view your account information and make payments on your behalf. Please note that authorized users DO NOT have access to your stored payment methods, academic records, or other personal information.

Email address of the authorized user

Would you like to allow this person to view your billing statement and account activity? Yes No

Would you like to allow this person to view your 1098-T tax statement? Yes No

Would you like to allow this person to view your payment history and account activity? Yes No

12. Agree to the terms by checking the box, then, click “Continue”.

Agreement to Add Authorized User [X]

I hereby authorize **Salem State University** to grant salemstatestudent@salemstate.edu the ability to make payments toward my accounts. My payment methods, payment history, billing statements, and credit card and/or checking account information will remain confidential and hidden from all other users. I understand that I am still primarily responsible for ensuring that all my accounts are paid on time and in full.

This agreement is dated 7/19/19 12:47:09 PM CDT.

For fraud detection purposes, your internet address has been logged:
173.244.1.242 at 7/19/19 12:47:09 PM CDT

Any false information entered hereon constitutes as fraud and subjects the party entering same to felony prosecution under both Federal and State laws of the United States. Violators will be prosecuted to the fullest extent of the law.

Please check the box below to agree to the terms and continue.

I Agree

Parent Access to Student Financials through TouchNet:

The Authorized User will receive an email from noreply@salemstate.edu after the student clicks “Continue” in step 11.

1. Email subject line: "You have been given access". This email will contain the link to TouchNet, and the password you will use to set up your account. Click the link to continue.

[EXTERNAL] Your access information

noreply@salemstate.edu

Sent: Tue 7/23/2019 12:31 PM

To:

Cc:

CAUTION: This email originated from outside of Salem State University. Do not click links or open attachments unless you recognize the sender and know the content is safe.

This is an automated message to inform you that the student listed below has granted you access to his or her online billing information. You now have the ability to make payments, using the link below, on behalf of this student, schedule or automate future payments, and more. For your first login, you will use the password shown below. For security, your username for this account is sent in a separate message.



https://nam01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsecure.touchnet.com%2F2FC21326_tsa%2Fweb%2Flogin.jsp&data=02%7C01%7Ccti_____%40salemstate.edu%7Cd71b5a18146c4f4feda408d70f8b1ccf%7C70d32b73b45749d1950c4f78aefc21b%7C0%7C1%7C636994962471464463&data=AxpP0i3CbbXDNbx3s%2FSzX3A3A6wLaYnvoPss2qcqbnU%3D&reserved=0



===== ACCESS INFORMATION =====
Student Name --- []
Password --- [drpqoyodkx]
=====

Save time! Pay online!

Note: Please save the TouchNet link for future use.

2. Log into TouchNet using your email, and the password provided in the previous email message from noreply@salemstate.edu

TouchNet Login Page

Login for parents or others who have been granted access.



Password:

[Forgot Password](#)

[Login](#)



If your account is locked, please wait an hour and select the "Forgot Password" link to reset password.

3. Complete required Multi-Factor Authentication (MFA) steps mentioned above. If this is your first time logging in, you will need to choose a Multi-Factor Authentication option to receive codes to login.
4. Once logged in, set up your account by entering your full name and your new password (two times to confirm). Then, click “Continue”.

Salem STATE UNIVERSITY Logout

Authorized User Profile Setup

* Indicates required fields

* Full name

Password must be a minimum 7 characters and must contain at least one number or special character.

* Enter your new password

* Confirm your new password

Cancel **Continue**

5. If the account set-up is successful, you will be directed to your profile page.