Office of Student Financial Services

How to Add an Authorized User to TouchNet

Updated November 2026

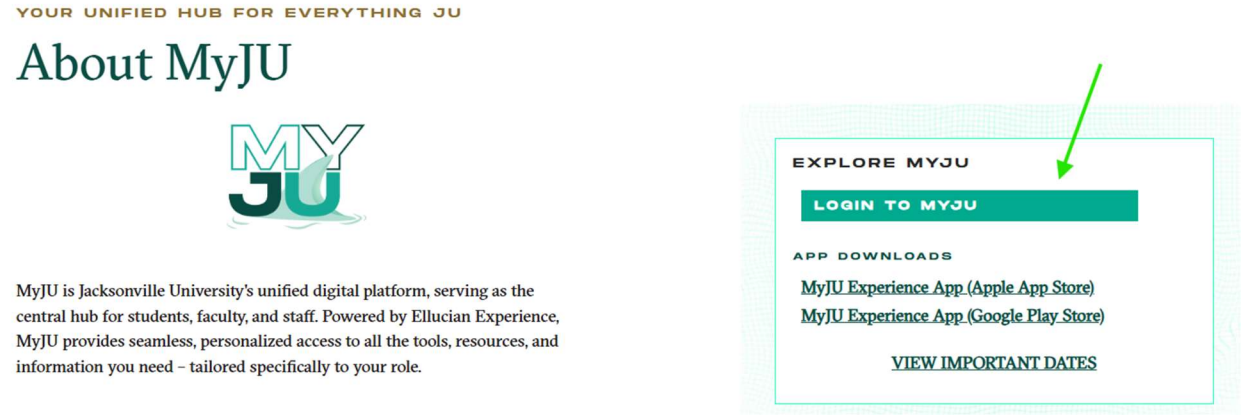
If you would like a parent, family member, or anyone else to view your student bill, make payments, or set up a payment plan on your behalf, you must first grant them Authorized User access in TouchNet.

Through TouchNet, Authorized Users can:

- View your student account balance and billing details
- Make payments toward your student account
- Set up and manage payment plans
-

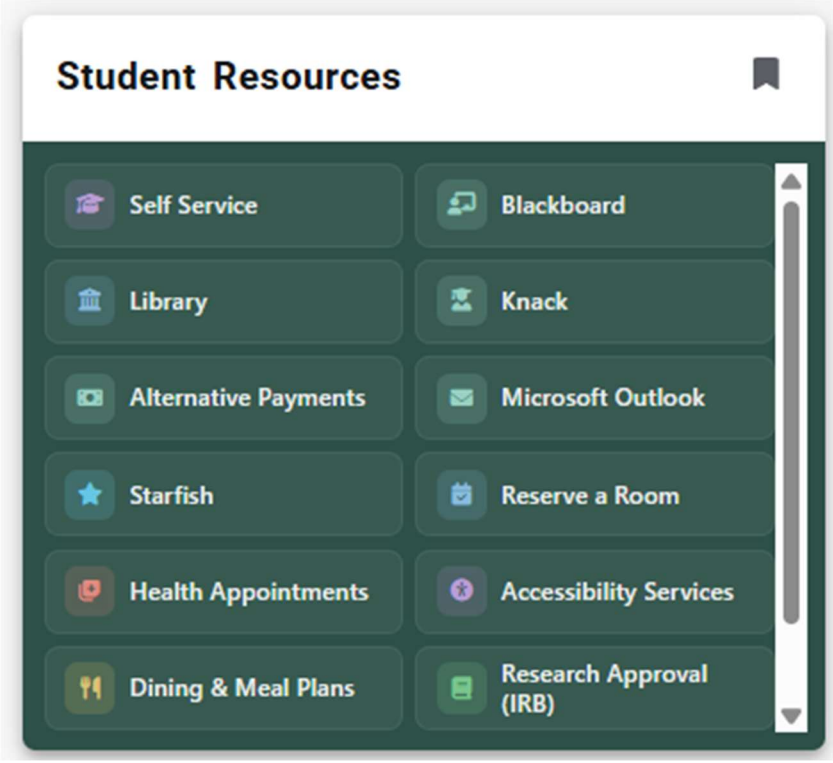
Important: TouchNet Authorized User access is separate from the authorization you may have already granted through Self-Service. Even if you have given someone access in Self-Service, you must also add them as an Authorized User in TouchNet for them to access your billing and payment information.

Step 1. Log into **my.ju.edu**. You can start from the **myJU webpage** on our website.

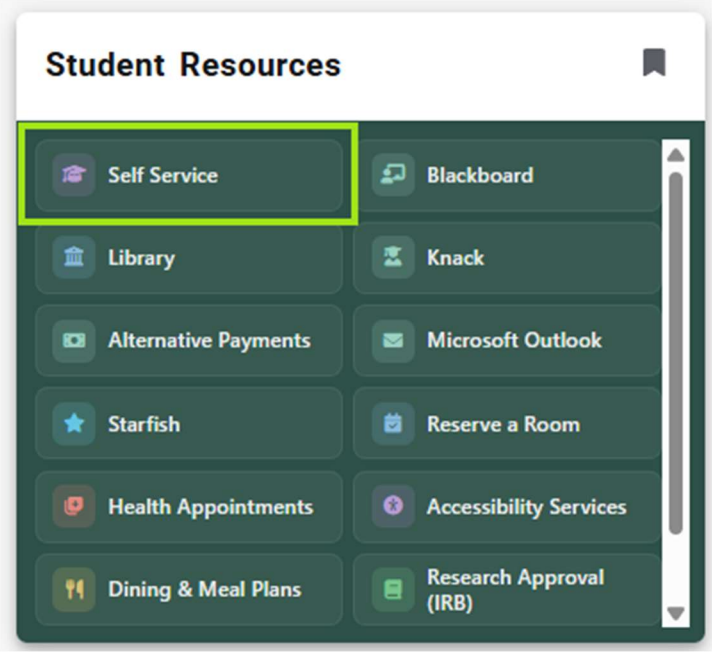


Step 2. After completing log-in steps with your student username and password, you should be taken to the myJU homepage.

From here, look for the box labeled "Student Resources". Where this box may be different for you, as the page is customizable.

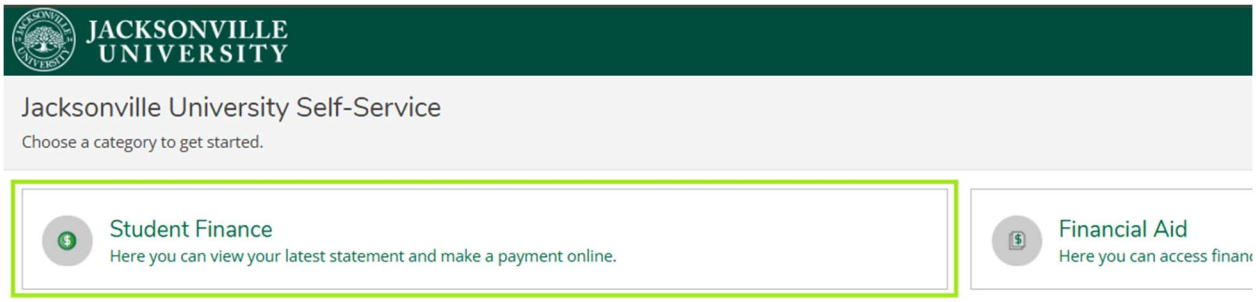


Step 3. To access Self-Service, click the Self-Service link.



You should now find yourself in the JU Self-Service homepage,

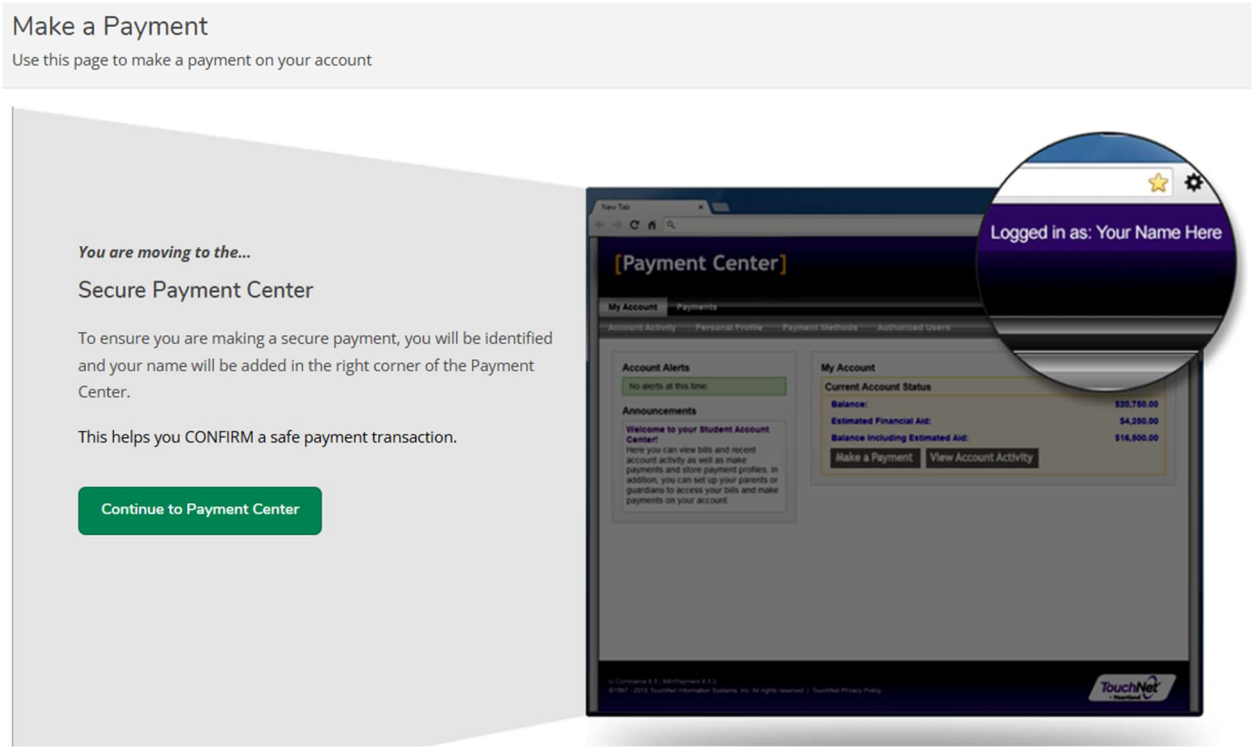
Step 4. After logging in, select **Student Finance** from the landing page.



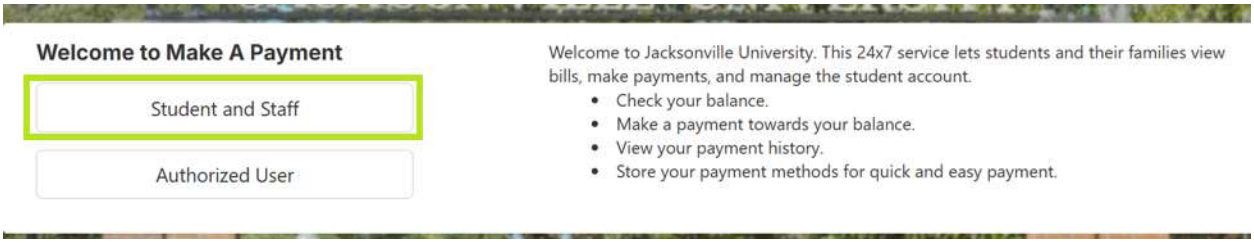
Step 5. You will be taken to the Account Summary Page. Use the **Make a Payment** link.



Step 6. This will take you to a redirect page for TouchNet, still in Self-Service. Click **Continue to Payment Center** to go to TouchNet.

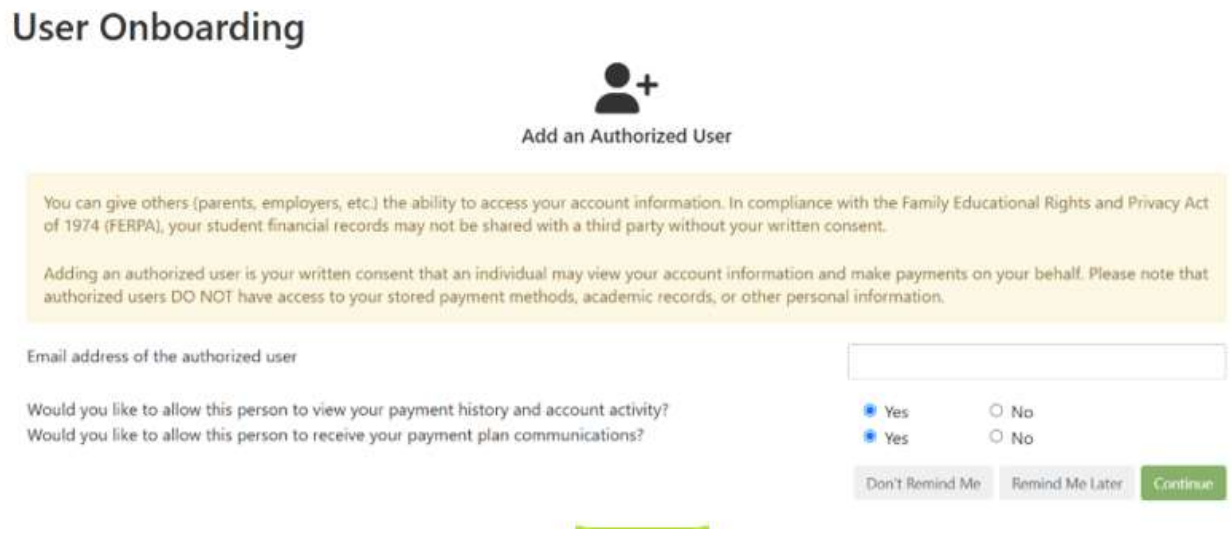


Step 7. If you have not signed in before, you may be prompted to sign in. Select **Student and Staff**.

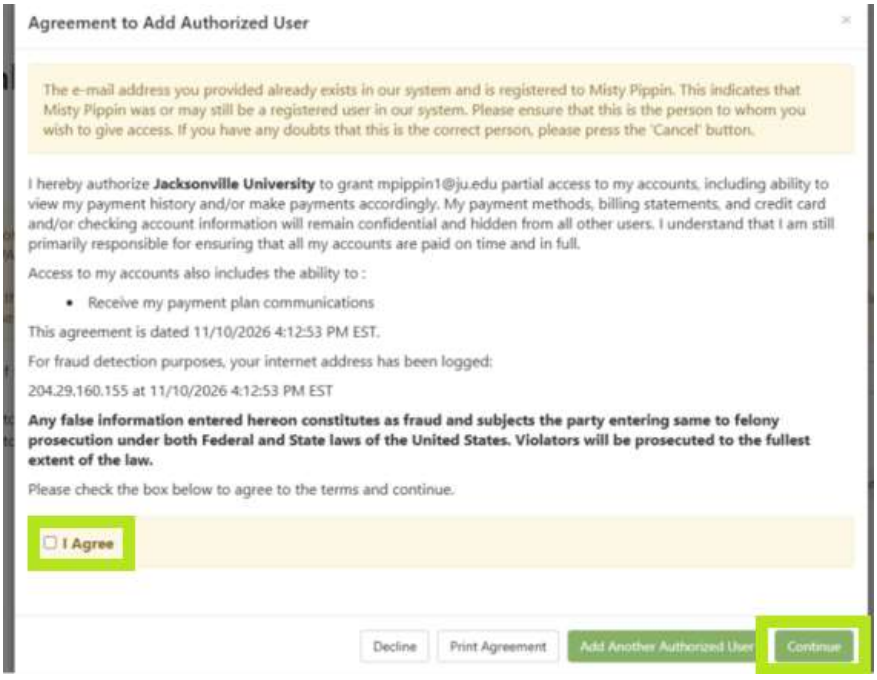


Step 8. You may need to move through some reminders if you have not already acted on your **payment method** or **authorized user access.** We advise you to save both for later if you cannot set them up now (which we're hoping you will do as you follow these instructions), but you can always access these reminders later if you dismiss them.

Step 9. If you have not set up Authorized User Access previously, use the initial reminder to set up following these steps. **Enter the email** of your desired authorized user, then click **Continue.**

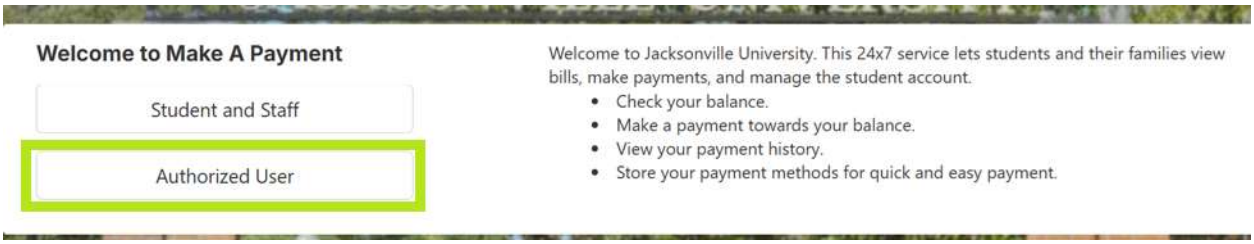


Step 10. Review the Agreement for Adding an Authorized User. Then, **Click the Checkbox** to agree, and then **Continue.**



Step 11. You may see a reminder on the next screen for setting up a payment method. This only saves ACH/E-Check payment methods, so you can bypass this by clicking **Remind Me Later** and review this another time.

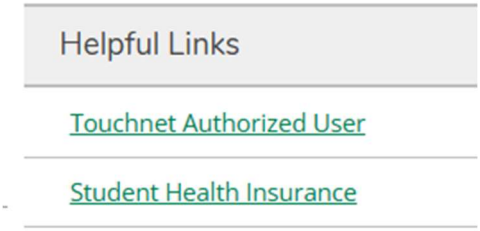
Step 12. Your Authorized User should **receive an email** with a link to set up their log-in information. When they sign in to TouchNet, they will click **Authorized User** instead of **Student and Staff** from our previous steps.



TIP: We encourage Authorized Users to bookmark this landing page to return to more easily in the future for reviewing the student account and making payments.

FAQs

Authorized Users can also access TouchNet from JU Self-Service if they have their Self-Service Authorized User Access from the Student Finance Screen. Under **Helpful Links** is **TouchNet Authorized User.**



If you find that you are having issues completing any of these steps, please reach out to sfs@ju.edu.

If your authorized user is having trouble getting logged in, start by logging back into your student account and reviewing any newly added information for accuracy.

If you are still encountering problems after this, or having issues with Okta/Self Service, you may wish to reach out to the IT Helpdesk for further assistance.