

How to Set Up an Authorized User

Setting up an Authorized User for the 1st time? Please follow the instructions below starting with the student set up. Authorized Users have to be initiated by the student through their Student Profile.

Student Set Up

Step 1.

Students will go to their Student Profile by visiting banner.jcu.edu and then will proceed to click on Student Enrollment and Financial Services tab. From there students will have access to their financial aid information and will select 'My Student Account' and click 'continue.' This will bring them to their billing Portal. Here is where you will set up your Authorized User by selecting Authorized Users in the top right corner.

The screenshot shows the 'My Profile Setup' page in the Banner Billing Portal. The navigation bar at the top includes 'My Account', 'Make Payment', 'Payment Plans', 'Deposits', 'Refunds', and 'Help'. On the left, there is an 'Announcement' section with important information and a 'New for Spring 2020' notice. The main content area is titled 'Student Account' and shows 'ID: xxxxxx'. Below this, it states 'Student Account There is no activity on this account at this time.' with 'View Activity' and 'Make Payment' buttons. On the right, the 'My Profile Setup' sidebar lists several options: 'Authorized Users' (circled in red), 'Personal Profile', 'Payment Profile', 'Security Settings', 'Consents and Agreements', and 'Electronic Refunds'.

Step 2.

Students will enter in their authorized user's email and select which permissions they would like to grant for their user to have. Then click continue.

The screenshot shows the 'Authorized Users' page in the Banner Billing Portal. The navigation bar at the top includes 'My Account', 'Make Payment', 'Payment Plans', 'Deposits', 'Refunds', and 'Help', with 'My Profile' on the far right. The page title is 'Authorized Users'. Below the title, there is a link 'Add Authorized User' (circled in red). A yellow box contains a disclaimer about FERPA and the user's consent. Below this, there is a text input field for the 'Email address of the authorized user'. Underneath the input field, there are three questions with radio button options for 'Yes' and 'No':
1. 'Would you like to allow this person to view your billing statement and account activity?'
2. 'Would you like to allow this person to view your 1098-T tax statement?'
3. 'Would you like to allow this person to view your payment history and account activity?'
The 'Yes' option is selected for all three questions. At the bottom right, there are 'Cancel' and 'Continue' buttons. The entire form area is circled in red.

Step 3.

The student will then need to accept to the Agreement to Add Authorized User form. This will generate 3 emails to be sent to the email used for the authorized user. At this point students will not need to complete anything further.

The screenshot shows a web browser window with a modal form titled "Agreement to Add Authorized User". The form contains the following text:

I hereby authorize **John Carroll University** to grant _____ full access to my accounts, including ability to view all billing statements, payment history, and/or make payments accordingly. My payment methods 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.

Access to my accounts also includes the ability to :

- View my 1098-T tax statement

This agreement is dated 27-Jan-2020 9:20:45 AM EST.

For fraud detection purposes, your internet address has been logged:
143.105.10.180 at 27-Jan-2020 9:20:45 AM EST

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

Buttons at the bottom: Cancel, Print Agreement, Continue.

If students feel they need to edit their authorized user's permissions, delete their authorized user, or view their agreement students can go to the home page of their billing portal, select Authorized Users and view their authorized users.

The screenshot shows the billing portal interface. The top navigation bar includes: My Account, Make Payment, Payment Plans, Deposits, Refunds, Help.

On the right side, under "My Profile Setup", the "Authorized Users" link is circled in red.

The main content area is titled "Authorized Users" and includes a link "Add Authorized User". Below this is a table with the following columns: Full name, Email address, and Action.

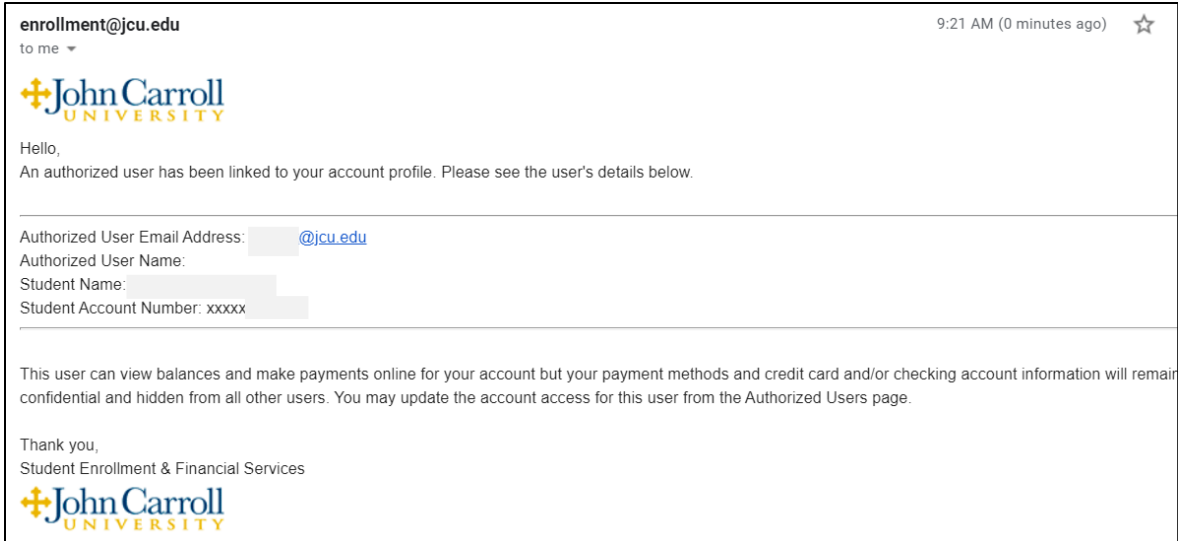
Full name	Email address	Action
Name	jcu.edu	<div><div></div><div>Edit Delete Show Agreement</div></div>

Authorized User Set Up

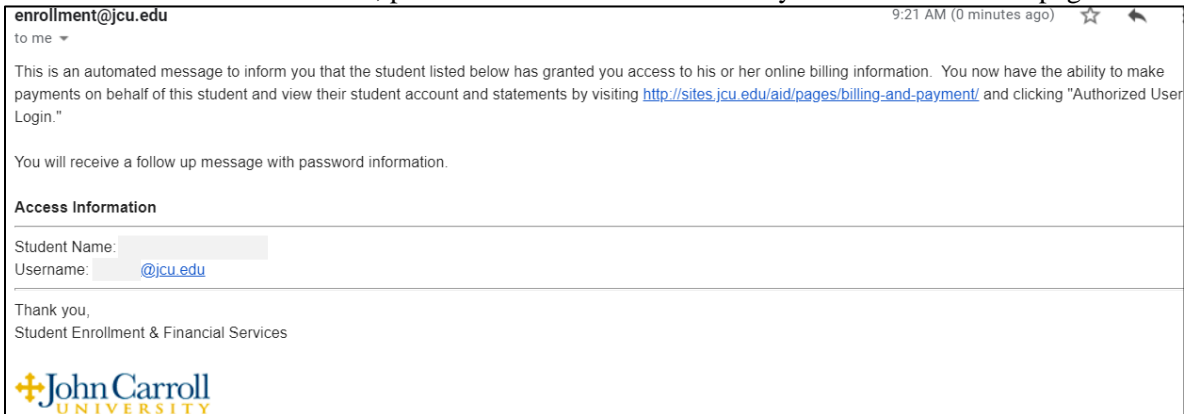
Step 1.

Once the student has added their authorized user's email address and accepted the agreement, 3 emails will have been sent to the email address that was inputted on the account from enrollment@jcu.edu.

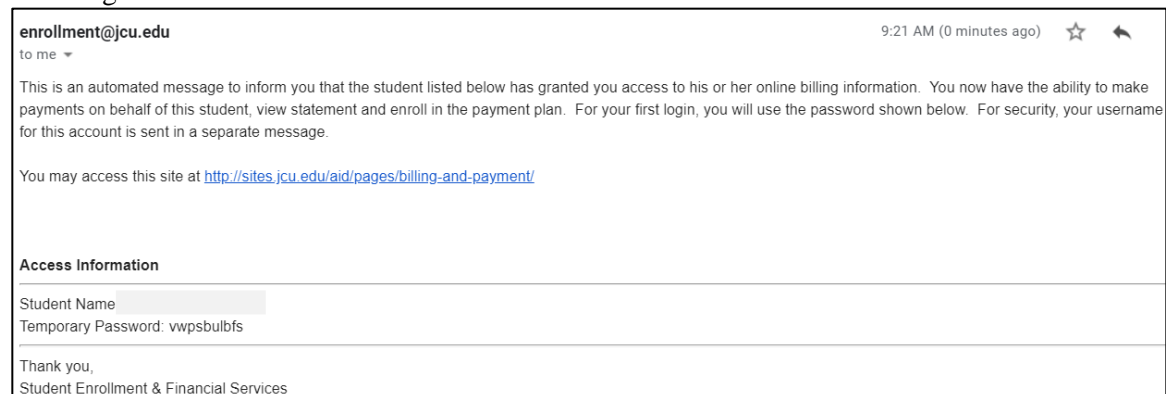
The 1st email is a notification that you have been granted access to your student's account.



The 2nd email (depending on the order in which the emails arrive) should contain the link to the log-in page for authorized users. Once on the JCU website, please be sure to scroll all the way to the bottom of the page to find the link.



The 3rd email should contain your temporary password used to log-in for the 1st time. Please be sure to provide enough time to completely set up your account. If you sign-in with your temporary password but do not complete the sign-up it can cause future log-in issues.



**** If you do not receive these emails after 30 minutes, please check or spam or junk box first!**

Step 2.

Once you have clicked on the log-in link, it will take you to the JCU Website. As stated in the previous step, please click on the authorized user link on the bottom of the page. This will take you to the log-in page where you will enter in your email as your username, and your temporary password. Be sure to save the **JCU webpage** to your bookmarks so you can easily access the log-in page anytime.

The screenshot shows the JCU website's "Payment Options" page. The URL bar at the top is circled in red, showing "jcu.edu/sefs/tuition-and-billing/payment-options". The page has a navigation bar with links like "Prospective Students", "Current Students", "Parents", "Faculty & Staff", and "Alumni". Below the navigation bar, there's a section titled "Payment Options" with a list of links: "Payment Plan Overview", "Payment Options", "How to Enroll in Payment Plan?", and "Billing Policy". Below this list, there are two images: one of a smiling man labeled "Student Access" and one of a woman labeled "Parent Access". The "Parent Access" link is circled in red. At the bottom of the page, there's a section titled "Authorized User Login" with a login form. The login form has two input fields (username and password) and a "Login" button, all of which are circled in red. To the right of the login form, there's a "Welcome to Your Authorized User Account" section with a list of bullet points: "Get up to date account balance and real-time activity on your Student's Account", "Pay your student's account balance securely with an electronic check, credit card (2.85% fee), or bank wire with Western Union", "View your student's billing statement", and "Sign up for a payment plan each semester". Below this, there's a section titled "Are you a student trying to make a payment?" with a link to "Go to your Student Profile and click on My Student Account to make a payment." The footer of the page includes the John Carroll University logo and the Touchnet logo.

John Carroll University

Student Enrollment and Financial Services | Financing a JCU Education | Tuition and Billing | Process, Policies, and Forms | More ...

Home / Student Enrollment and Financial Services / Tuition and Billing / Payment Options

Payment Options

- Payment Plan Overview +
- Payment Options +
- How to Enroll in Payment Plan? +
- Billing Policy +

Student Access
[Access the Billing Portal](#)

Parent Access
[Access the Billing Portal](#)

Authorized User Login

Login for parents or others who have been granted access.

Forgot Password Login

Having issues logging in? Contact Student Enrollment and Financial Services and speak with a Counselor at 216-397-4248 or enrollment@jcu.edu.

Welcome to Your Authorized User Account

- Get up to date account balance and real-time activity on your Student's Account
- Pay your student's account balance securely with an electronic check, credit card (2.85% fee), or bank wire with Western Union
- View your student's billing statement
- Sign up for a payment plan each semester

Are you a student trying to make a payment?
Go to your Student Profile and click on My Student Account to make a payment.

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Step 3.

When you log-in for the 1st time you will be required to set up your profile by entering in your name and your new password. Once you click continue this will then take you to your profile information.

John Carroll UNIVERSITY

Logout

Authorized User Profile Setup

* Indicates required fields

* Full name

First name Last 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

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Step 4.

Here is where you can change your settings, set up a payment method to use for future uses, and set up two-set verification if you choose.

My Profile

Personal Profile Payment Profile Security Settings

• Profile changes were saved.
• You can add or update your personal information

*Full name Edit

Login ID | Email address Edit

Password Edit

If you choose to enter a secondary email address, emails generated by this system will be sent to both addresses.
Secondary email address: Edit

To get text messages about selected account events, enter your mobile phone number and carrier.

Messages may be sent during overnight hours and your carrier may charge a fee to receive text messages.
Refer to the Terms and Conditions of your mobile wireless data plan provided by your carrier for documentation on any charges.

Mobile Number Edit

☐ Send me additional text message notifications about my account events (such as new bills or upcoming payments)

My Profile

Personal Profile Payment Profile Security Settings

A saved payment method securely stores the account information for a bank account. To get started, select the Add New Payment Method option on this page.

Add New Payment Method

Method Select Method Select

Electronic Check - Payments can be made from a personal checking or savings account.

My Profile

Personal Profile Payment Profile Security Settings

Two-Step Verification Enrollment

Primary Method

Please select how you would like to receive a passcode.

- ☐ Text message to existing or new mobile number
- ☐ Email message to existing or new email address
- ☐ Google Authenticator (Download Google's Authenticator app from the App Store (iOS) or GooglePlay (Android))

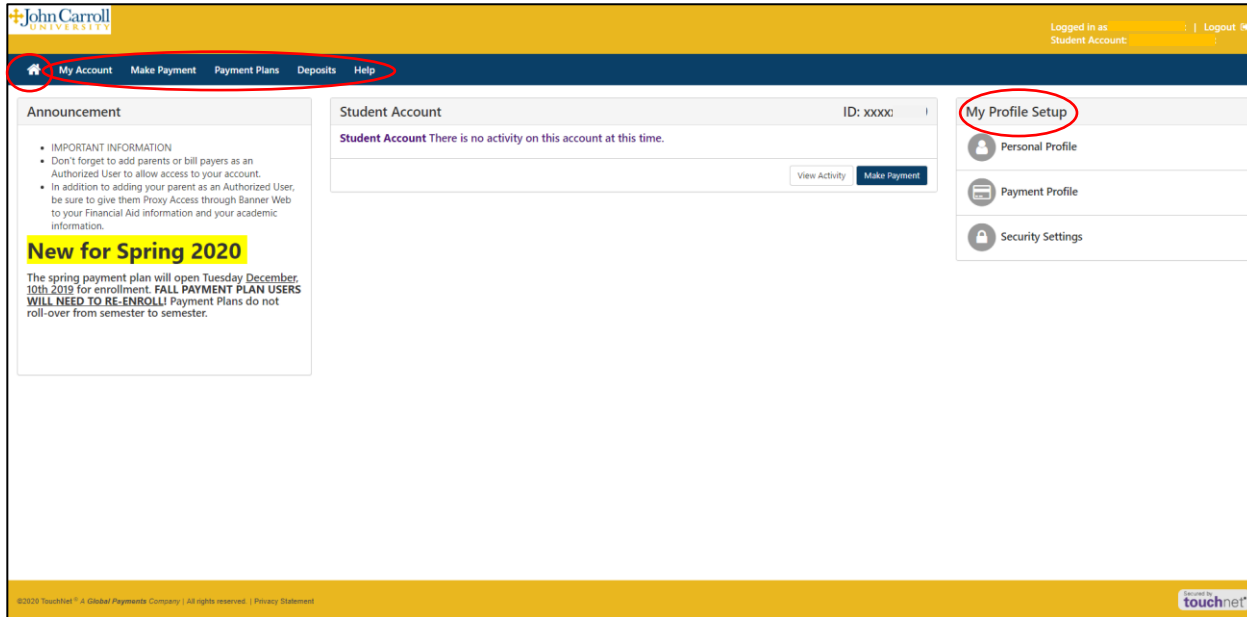
Backup Method (optional)

Adding a backup method allows a passcode to be sent to an additional mobile number or email address.

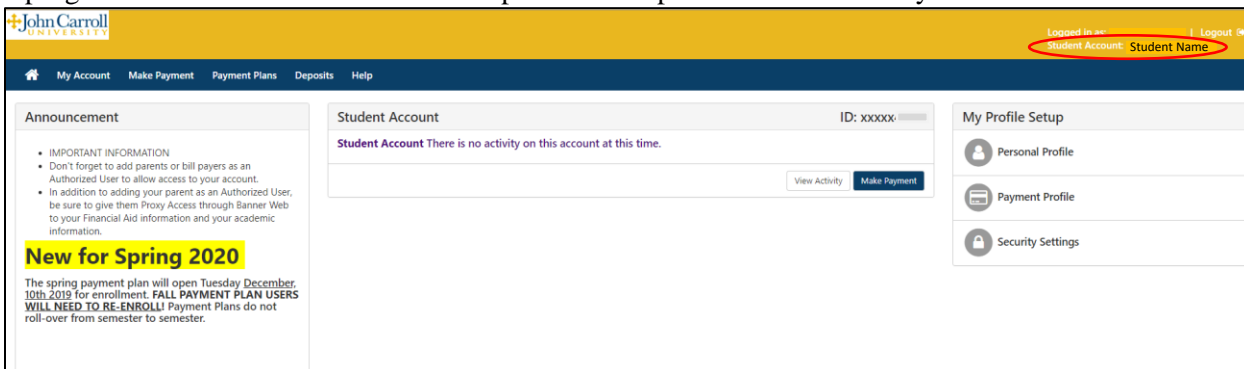
Setup Method

Step 5.

Once you are done with your set-up, you can click the home button in the top left hand corner of the screen. This will take you to the main page of the billing portal. With future log-ins you will be automatically brought to this page. Here is where you can make payments, set up the payment plan, view statements, and get your 1098-T. You will have real-time information on your balance here. You can also make changes to your profile using the My Profile Setup on the right hand side of the screen.



****Have multiple student's enrolled at JCU?** While both students need to add you as an authorized user you only need one log-in to access both of their profiles. To change which account you are viewing click on your student's name in the top right corner of the screen. This should provide a drop-down box in which you can chose which student to view.



If you ever need assistance with your billing access please reach out to our office. We are more than happy to assist!

Student Enrollment and Financial Services
Rodman Hall 249 Monday-Friday 8:30am to 5:00pm
216-397-4248
enrollment@jcu.edu