

JCU Direct Deposit eRefund Set-Up

The JCU Direct Deposit eRefund allows for you to receive your refund quickly and easily. Avoid waiting for a check in the mail and having to take it to the bank. eRefunds are only for students who are receiving a credit on their student account.

Please note:

- **eRefunds can only be set up by the student.** Parents who are expecting a refund from a parent plus loan will only receive a credit as a check in the mail at this time. If you are unsure if you or your student will be receiving the credit from the parent plus loan please reach out to our Student Enrollment and Financial Services Counselors to confirm.
- Please make sure you have set up your Title IV Authorization in your student profile to allow for a credit on your account to be released. To change your Title IV Authorization please email the [Title IV Authorization change form](#) to enrollment@jcu.edu.

Electronic Refund Set up

- 1.) Once logged into your billing profile you can select the Electronic Refunds tab to set up your account. If you have set up an Electronic Refund account in the past and are looking to change the account please skip to step 3.

The screenshot displays the John Carroll University Student Account portal. At the top, the John Carroll University logo is on the left, and 'Logged in as: [username] | Logout' is on the right. A navigation bar includes links for My Account, Make Payment, Payment Plans, Deposits, Refunds, and Help. A yellow banner states: 'Currently there is no activity on your account Student Account.'

The main content area is divided into three sections:

- Announcement:** Contains important information about adding parents or bill payers as authorized users and a yellow box titled 'New for Spring 2020' stating that the spring payment plan will open on Tuesday, December 10th, 2019, and that fall payment plan users will need to re-enroll.
- Student Account:** Features a section for direct deposit setup with a message: 'To sign up for direct deposit of your refunds, complete your setup in the Refund Account Setup page.' Below this is a 'Student Account' card showing 'ID:' and a message: 'Student Account There is no activity on this account at this time.' Buttons for 'View Activity' and 'Make Payment' are present.
- My Profile Setup:** A sidebar menu with options: Authorized Users, Personal Profile, Payment Profile, Security Settings, Consents and Agreements, and Electronic Refunds. The 'Electronic Refunds' option is circled in red.

The footer contains copyright information for TouchNet and a Privacy Statement link, along with the TouchNet logo.

- 2.) If this is your first time setting up an eRefund you will need to set up a Two-Step Verification first. Click the home button in the top left corner to go back to the main page and click on Security Settings. This will take you to the verification page. Once your preferred method is set-up you can go back to the Home screen again and go into the Electronic Refund Tab again.



eRefunds

eRefunds puts money in your account... FAST!

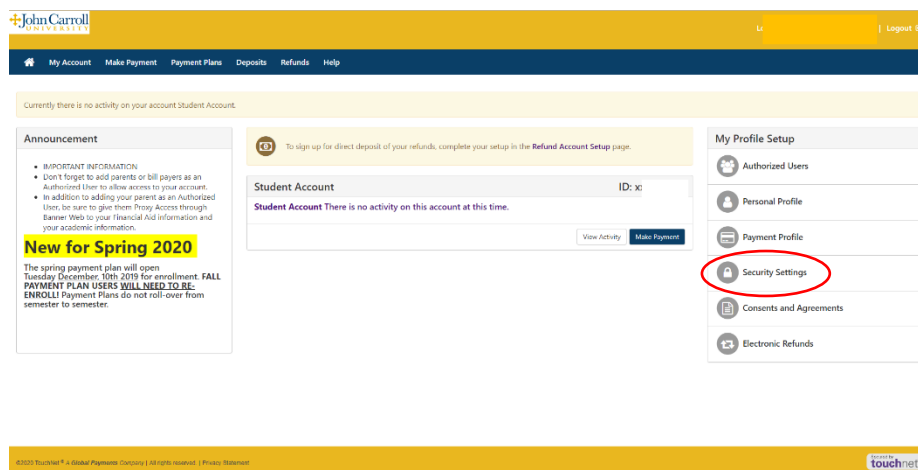
No more trips to the bank or waiting for a paper check. Direct Deposit is the secure and convenient way to get your refund. This displays only refunds issued through direct deposit setup in this system.

Current Refund Method

You must enroll in Two-Step Verification to add a Refund Method. Please proceed to [Security Settings](#) in My Profile to enroll.

Refund History for

You have no past refunds.



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](#)

- 3.) Once back on the Electronic Refund tab you should now be able to click on the Set Up Account button. Once you have added your method and hit continue you will agree to the terms and click continue. Now you're all set!

John Carroll UNIVERSITY

Logged | Logout

My Account Make Payment Payment Plans Deposits Refunds Help My Profile

eRefunds

eRefunds puts money in your account... FAST!
No more trips to the bank or waiting for a paper check. Direct Deposit is the secure and convenient way to get your refund. This displays only refunds issued through direct deposit setup in this system.

Current Refund Method

A Direct Deposit account for refunds has not been set up.

Set Up Account

Refund History for

You have no past refunds.

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Logout

My Account Make Payment Payment Plans Deposits Refunds Help My Profile

eRefunds

Set Up Refund Account

Account Information

*** Indicates required fields**

You can use any personal checking or savings account. Do not enter other accounts, such as corporate account numbers, credit cards, home equity, or traveler's checks. Do not enter debit card numbers. Instead, enter the complete routing number and bank account number as found on a personal check.

*Account type:

*Routing number:

*Bank account number:

*Confirm account number:

Billing Information

*Name on account:

*Billing address:

Billing address line two:

*City:

*State:

*Postal Code:

*Save payment method as:

Cancel Continue

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Logout

My Account Make Payment Payment Plans Deposits Refunds Help My Profile

eRefunds

Set Up Refund Account

I hereby authorize **John Carroll University** to initiate debit or credit entries to my Depository according to the terms below and for my Depository to debit or credit the same to such account. In the event that this electronic payment is returned unpaid for any reason, I understand that a **\$30.00** return fee will be added to my student account.

Name:

Address:

Depository:

Routing Number:

Account Number:

This agreement is dated 03/25/2020 13:18:33 PM EDT.

For fraud detection purposes, your internet address has been logged: 03/25/2020 13:18:33 PM EDT

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.

To revoke this authorization agreement you must contact: enrollment@jcu.edu

Print and retain a copy of this agreement.

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

☒ **I Agree**

Print Agreement Cancel Continue

- 4.) If you need to change your eRefund account you will click on the gear icon next to the current account. You can either select a different account if you have already added a different payment method or you can set up a new account. If you chose to set up a new account you will follow the same set up as the instructions in step 3.

The screenshot shows the John Carroll University eRefunds portal. At the top, there is a navigation bar with links: My Account, Make Payment, Payment Plans, Deposits, Refunds, Help, and My Profile. Below this, the 'eRefunds' section displays a message: 'Your new ACH refund account has been saved.' followed by a heading 'eRefunds puts money in your account... FAST!' and a brief explanation of direct deposit. The 'Current Refund Method' is set to 'My Checking -', and a red circle highlights a gear icon to its right. Below this, the 'Refund History for I' section shows 'You have no past refunds.'

This screenshot shows a 'Set Up Refund Account' dialog box overlaid on the eRefunds page. The dialog asks, 'Would you like to select an existing account or set up a new account?'. It has two radio button options: 'My Checking -' and 'Set up a new account.'. The 'Set up a new account.' option is circled in red. At the bottom right of the dialog, there are 'Cancel' and 'Continue' buttons, with the 'Continue' button also circled in red.

This screenshot shows the 'Set Up Refund Account' dialog box with the 'Set up a new account.' option selected. The dialog is divided into two main sections: 'Account Information' and 'Billing Information'. The 'Account Information' section includes instructions on how to enter account details and fields for 'Account type', 'Routing number', 'Bank account number', and 'Confirm account number'. The 'Billing Information' section includes fields for 'Name on account', 'Billing address', 'City', 'State', 'Postal Code', and 'Save payment method as:'. A red circle highlights the 'Continue' button at the bottom right of the dialog.

If you need further assistance with setting up your eRefund account please reach out to the SEFS office.
216-397-4248 or enrollment@jcu.edu