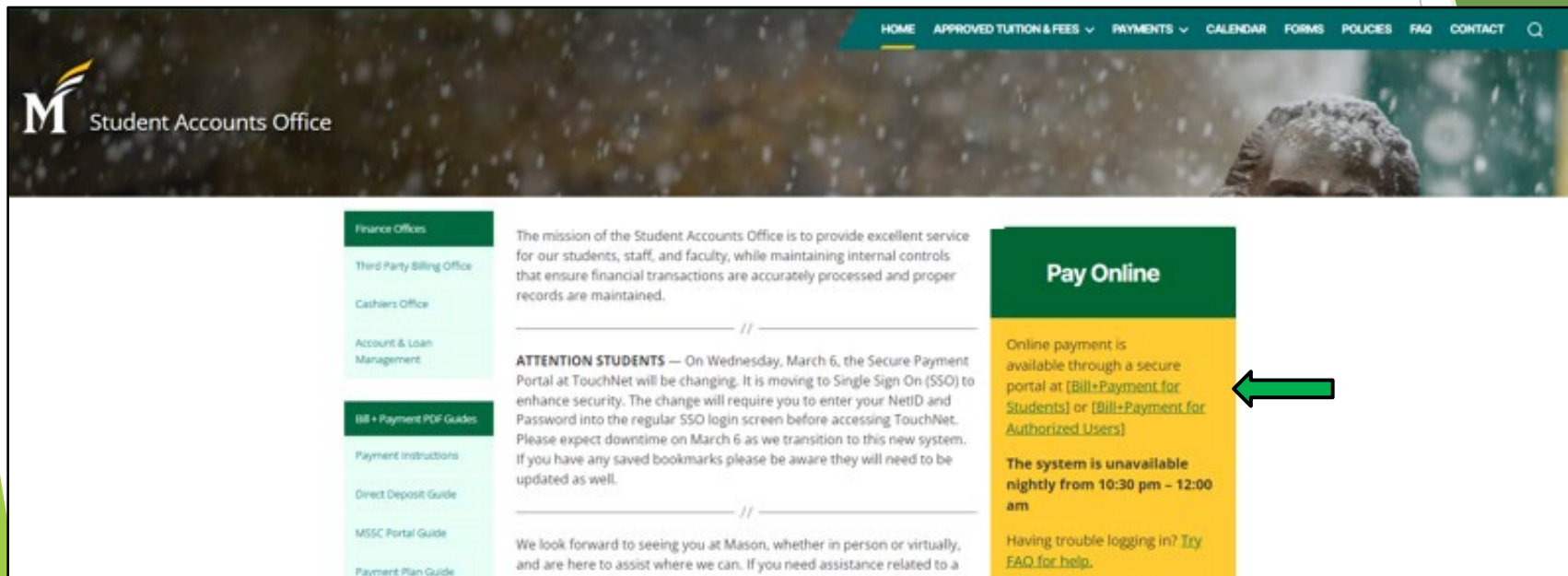


# Authorized User Guide

Students choose the [Bill + Payment for Students](#) link below to access TouchNet Bill + Payment to enroll Authorized Users.



The screenshot shows the Student Accounts Office website. The header includes a navigation bar with links: HOME, APPROVED TUITION & FEES, PAYMENTS, CALENDAR, FORMS, POLICIES, FAQ, and CONTACT. The main content area features a sidebar with links to Finance Offices, Third Party Billing Office, Cashiers Office, Account & Loan Management, and a section for Bill + Payment PDF Guides including Payment Instructions, Direct Deposit Guide, MSSC Portal Guide, and Payment Plan Guide. The main text area contains a mission statement, an attention notice for students regarding a system change on March 6, and a 'Pay Online' section. The 'Pay Online' section states that online payment is available through a secure portal at [\[Bill+Payment for Students\]](#) or [\[Bill+Payment for Authorized Users\]](#). A green arrow points to the [\[Bill+Payment for Authorized Users\]](#) link. Below this, it notes that the system is unavailable nightly from 10:30 pm to 12:00 am and provides a link to the FAQ for help.

**Pay Online**

Online payment is available through a secure portal at [\[Bill+Payment for Students\]](#) or [\[Bill+Payment for Authorized Users\]](#)

**The system is unavailable nightly from 10:30 pm – 12:00 am**

Having trouble logging in? Try [FAQ for help.](#)

# Enroll an Authorized User



NetID

[› Forgot your password?](#)

Password

[› Need Help?](#)

☐ Don't Remember Login

Login

Copyright © George Mason University

Information Technology Services  
703-993-8870  
[support@gmu.edu](mailto:support@gmu.edu)

The Student must first log into the Bill and Payment System with their **NetID** and Password. Using regular Single Sign on.

**(TN Website)**

On the Home Page, you must click "Authorized Users" under My Profile Setup.

**GEORGE MASON UNIVERSITY**

Logged in as: [REDACTED] Logout

[My Account](#) [Make Payment](#) [Payment Plans](#) [Help](#)

### Announcement

Welcome to George Mason University's Bill and Payment System.

**New:** User guides on making payments, payment plan set up, and establishing Authorized Users are now available on the Student Accounts Office website.

**VISA, MasterCard, Discover and American Express** will be accepted **online only**, and a **2.85 percent convenience fee** will apply. Electronic check payments may be made without a fee.

**Important for credit card payers:** Please ensure that your credit card payments do not exceed your transaction limit. If you receive the warning 'A system error occurred, please try again later' message, do NOT reattempt the transaction until you contact your financial institution.

**System Availability Note:** Our system is **unavailable** daily from 10:30 PM to 1:00 AM and **Sundays** from 7:00 AM to 11:15 AM (U.S. Eastern Time Zone) for maintenance.

Need to make an international payment?  
**International Students please pay with Flywire**

### Student Account

ID: xxxxx

Balance **\$5,612.25**

[View Activity](#) [Enroll in Payment Plan](#) [Make Payment](#)

### Statements

Your latest eBill Statement (6/15/18) Statement: **\$5,000.00** [View](#)

### My Profile Setup

- [Authorized Users](#)
- [Personal Profile](#)
- [Payment Profile](#)
- [Consents and Agreements](#)

### Term Balances

Spring 2019	<b>\$5,612.25</b>
-------------	-------------------

Click “Add authorized User” to add authorized user and to give permissions.

GEORGE MASON UNIVERSITY

Logged in as: [redacted] Logout

My Account Make Payment Payment Plans Help My Profile

## Authorized Users

From this page, 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.

[Add Authorized User](#)

Secured by touchnet

On this screen you may add authorized user by adding their email address.

**GEORGE MASON UNIVERSITY**

Logged in as: [redacted] | Logout

My Account | **My Profile** | Make Payment | Payment Plans | Help

## 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 requires 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

Would you like to allow this person to receive your payment plan communications? ☒ Yes ☐ No

Privacy Statement | Student Accounts

Student Accounts | 4400 University Drive, MS 2E2 | Fairfax, Virginia 22030  
© 2023 George Mason University

You may choose to allow the authorized user to view:

- Your billing statement
- Your 1098-T statement
- Your payment history
- Your payment plan communications

You may change these at a later date.

Once done, click “Continue”.

As a student, if you wish to change the permissions or to delete an authorized user, it may be done on this screen (the same one used for the setup). Click the cogwheel under Action to display options to edit, delete, show agreement.

The screenshot shows the 'Authorized Users' management interface for George Mason University. At the top, there is a green header with the university logo and a navigation bar with links like 'My Account', 'Make Payment', 'Payment Plans', 'Help', and 'My Profile'. The main heading is 'Authorized Users'. Below it, a yellow box contains a disclaimer about FERPA and authorized user permissions. There are two tabs: 'Authorized Users' (selected) and 'Add Authorized User'. A warning message states that deleting a user will cancel their payments. Below this is a table with columns for 'Full name', 'Email address', and 'Action'. The table currently has two empty rows, each with a cogwheel icon in the 'Action' column. At the bottom right, there is a 'Secured by touchnet' logo.

Full name	Email address	Action

On this screen you will agree to the terms and conditions for the authorized user. Check the “I Agree” box and click “Continue”. You may also print the agreement by clicking “Print Agreement”.

**Agreement to Add Authorized User**

I hereby authorize **George Mason University** to grant **example@mail.com** 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.

This agreement is dated Friday, January 11, 2019.

For fraud detection purposes, your internet address has been logged:  
129.174.53.130 at 1/11/19 3:39:41 PM CST

**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

[Cancel](#) [Print Agreement](#) [Continue](#)

This is the automated welcome email sent to the authorized user at the email address designated by the student.

**Subject: George Mason Bill and Payment System Access**



**[ BILL+PAYMENT ]**

Hello and welcome!

The student listed below has granted you online access to his or her billing information. You can now make payments on behalf of this student, schedule, automate future payments, and more. To access the student's account, please log in using the site and username shown below. For security, we are sending the initial password for this account in a separate message.

#### Access Information

Student Name: Jane Student  
Username: jparent@example.com  
[TouchNet for Authorized Users](#)

The temporary password will be sent in a separate email and expires within 48 hours, please complete the password reset soon after receiving the email by clicking the TouchNet for Authorized Users link from the welcome email.




Authorized Users: Access TouchNet from the link in the welcome email or choose the **Bill + Payment for Authorized Users** link found on the Student Accounts website

The screenshot shows the Student Accounts Office website. The header includes a navigation bar with links: HOME, APPROVED TUITION & FEES, PAYMENTS, CALENDAR, FORMS, POLICIES, FAQ, and CONTACT. The main content area features a sidebar with links under 'Finance Offices' (Third Party Billing Office, Cashiers Office, Account & Loan Management) and 'Bill + Payment PDF Guides' (Payment Instructions, Direct Deposit Guide, MSSC Portal Guide, Payment Plan Guide). The main text area contains a mission statement, an 'ATTENTION STUDENTS' notice about a system change on March 6, and a 'Pay Online' section. The 'Pay Online' section has a yellow background and contains the text: 'Online payment is available through a secure portal at [Bill+Payment for Students] or [Bill+Payment for Authorized Users]'. An arrow points to the '[Bill+Payment for Authorized Users]' link. Below this, it states 'The system is unavailable nightly from 10:30 pm – 12:00 am' and 'Having trouble logging in? Try FAQ for help.'

To log in as the Authorized User, enter your email and then use the temporary password sent to you.

If your password expires or you do not receive the email, email [saccount@gmu.edu](mailto:saccount@gmu.edu) and request a new temporary password.



**TouchNet Login Page**

Authorized User ←

Welcome to George Mason University Student Account Suite. This service lets students and their families view bills, make payments, and manage the student account.

**ATTENTION STUDENTS** — This login portal is only for Authorized User accounts. For student login to the George Mason University Student Account Suite please use:  
[https://secure.touchnet.com/C20788\\_tsa/web/caslogin.jsp](https://secure.touchnet.com/C20788_tsa/web/caslogin.jsp)

**Student Account Center**


- Check your balance.
- Make a payment towards your balance.
- View your payment history.
- Store your payment methods for quick and easy payment.
- As a student, provide permission to others (parents, employers, etc) to view your bill and make payments.

**E-Billing**

- View and print your billing statement.

**Multi-Factor Authentication Enrollment:** Upon first time login, the Authorized User will be prompted to set up Multi-Factor Authentication. There is a strong preference to use Google Authenticator, however, text or email can also be used as the primary or back up method.

## 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

**Multi-Factor Authentication Enrollment:** If selecting Google Authenticator as your primary authenticator, it can be downloaded from the App Store or Google Play.


Primary Method

☒ Google Authenticator **(Preferred)**

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

Open the Authenticator app on your device  
Select the "+" sign  
Choose "Scan barcode"

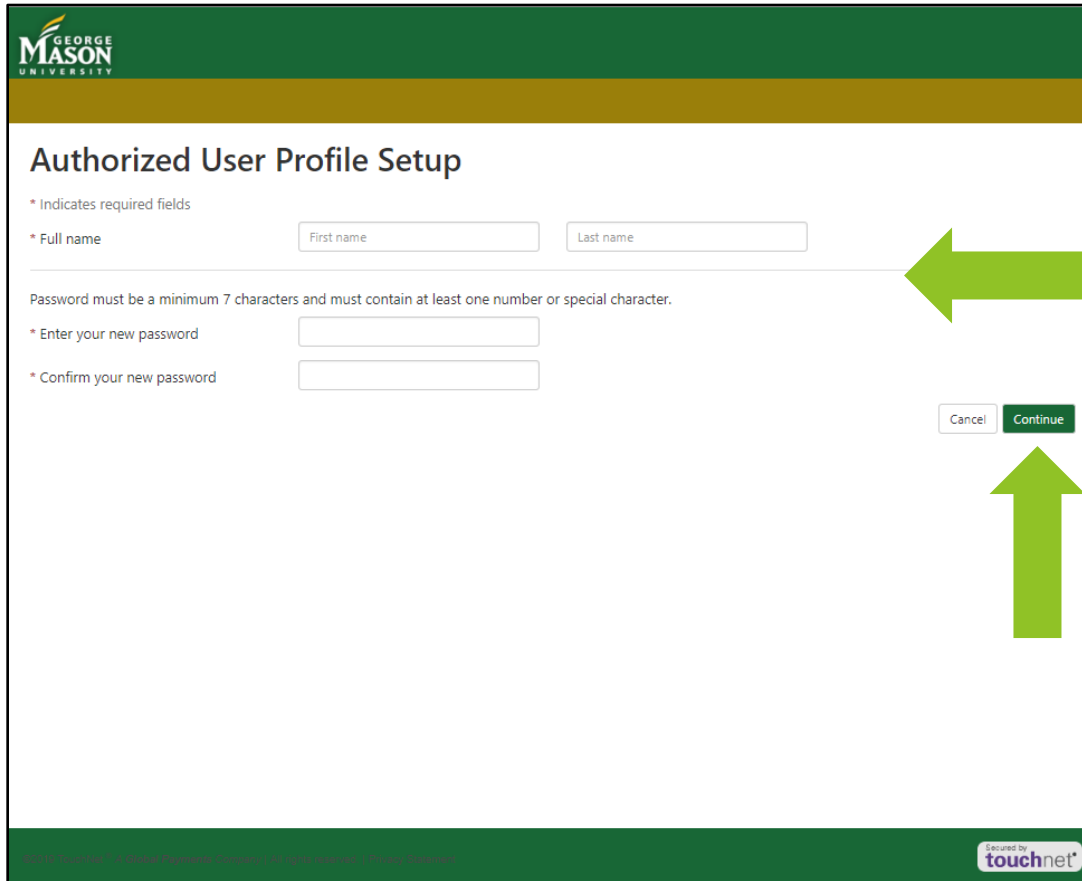


Or enter this unique key in the Authenticator App: [redacted]

Verify passcode

If you are not prompted to set up Multi-Factor Authentication, the prompt should appear the next time you sign on, you do not need to alert Student Accounts.

You now have to set up your Authorized User account. Please fill out the required information (indicated by the red stars). Once done, click “Continue”, and you will then be logged into the account.



The screenshot shows the 'Authorized User Profile Setup' form. At the top left is the George Mason University logo. The title 'Authorized User Profile Setup' is in bold. Below it, a note says '\* Indicates required fields'. The 'Full name' section has two input fields: 'First name' and 'Last name'. A green arrow points from the right towards these fields. Below this, a password requirement note states: 'Password must be a minimum 7 characters and must contain at least one number or special character.' The 'Enter your new password' and 'Confirm your new password' sections each have a single input field. A green arrow points upwards towards the 'Continue' button. At the bottom right are 'Cancel' and 'Continue' buttons. The footer includes a small copyright notice and a 'Secured by touchnet' logo.

GEORGE MASON UNIVERSITY

### 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

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Secured by touchnet®

This screen is for authorized users that have access to more than one student. From here you can either click on the name of the student to access that specific account or you can click on “Pay All” (see page 16 for “Pay All” instructions).

The screenshot shows the 'Student Account' page on the George Mason University website. The page has a green header with the university logo and a 'Logged in' status. Below the header is a 'Select Student' tab. The main content area is titled 'Student Account' and includes a sub-header 'Select Student Account'. A message states: 'You are authorized to view billing information for more than one student. Please select a student by clicking on the name. You can change your selection later from the "Select Student" tab.' Below this is a table with three columns: 'Student Name', 'Mason Username', and 'E-mail Address'. The table lists two students: 'Student One' and 'Student Two'. To the right of the table is a 'Pay All' button. Green arrows point to the student names and the 'Pay All' button.

Student Name	Mason Username	E-mail Address
Student One	Student One G- Number	XXXXX@gmu.edu
Student Two	Student Two G- Number	XXXXX@gmu.edu

Pay All

If you have access to more than one student and you have clicked on their name, this is the screen that will show.\*

\*If you do not have access to more than one student account, you will be brought to this screen automatically.

GEORGE MASON UNIVERSITY

Logged in as: Authorized User | Logout  
Student Account: Student

My Account Make Payment Payment Plans Help Select Student

**Announcement**

Welcome to George Mason University's Bill and Payment System.

New: User guides on making payments, payment plan set up and establishing Authorized are now available on the Accounts Office web

VISA, MasterCard and American Express are accepted online, and a 2.75 percent convenience fee will apply. Electronic check payments may be made without a fee.

**Important for credit card payers:** Please ensure that your credit card payments do not exceed your transaction limit. If you receive the warning 'A system error occurred, please try again later' message, do NOT reattempt the transaction until you contact your financial institution.

**System Availability Note:** Our system is unavailable daily from 10:30 PM to 1:00 AM and Sundays from 7:00 AM to 11:15 AM (U.S. Eastern Time Zone) for maintenance.

Need to make an international payment? PAY NOW WITH FLYWIRE

**Student Account** ID: xxxxxxxx

Balance \$6,658.00

Make Payment View Activity

**Statements**

Your latest eBill Statement Statement (12/19/16) - \$392.00 View

**Term Balances**

Fall 2017 \$6,658.00

**My Profile**

Pay All Student One Student Two

Personal Profile

My Payment Profile

This screen will show you which student account you are looking at and if you have more than one student, you may select the one you want to pay via the drop down on the top right.

This is the “Pay All” Screen.

Here you can pay the full amount owed between 2 or more students.

**GEORGE MASON UNIVERSITY** Logged in as: | Logout

Select Student

### Pay All

Aidan Curran | Select Student | Pay All | Student Account Payment

Amount	Payment method	Confirmation	Receipt
--------	----------------	--------------	---------

Student Account Payment  
Payment date: 6/22/17

Memo:

Student Name	Statement Amount	Current Account Balance ( Estimated Aid Included )	Payment Amount
Student One	Amount of previous statement	Current Balance	\$ <input type="text"/> Amount to pay
Student Two	Amount of previous statement	Current Balance	\$ <input type="text"/> Amount to pay
Total:	Total of the amounts from previous statement	Total of current balances	Total of the payment

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TouchNet

If you want to only pay a certain amount, you may change the amount in the box on the right side and indicate the amount you want to pay for each student.

Once done click “Continue” to progress to the payment section.

See payment guide for instructions on how to make a payment.

<https://studentaccounts.gmu.edu/wp-content/uploads/PaymentInstruction.pdf>