Norwich University New NUPay Process

Now provided by TouchNet Payment Portal

The new TouchNet Payment Portal provides access to student billing statements, payments, payment plans, refunds, and student account activities.

**Students will access the new portal through Banner Web via the SSO Dashboard**

Sign into the SSO dashboard, found at [http://sso.norwich.edu](http://sso.norwich.edu) using your Norwich email and password, remember to drop the “.stu” from your email address.

Once signed into SSO click Banner Web.

Sign into Self Service Banner (SSB) using JUST your username, not your email address, in ALL LOWERCASE letters

If you have issues logging into the SSO dashboard or Banner, please call the Help Desk at **802-485-2456** or email [helpdesk@norwich.edu](mailto:helpdesk@norwich.edu)
Once you are signed in, Click the Student Services tab at the top.
Then click Student Account.
Then click either option shown:

And finally, click Pay Now. This will bring you into the new NUPay portal.
At first log in, you will be prompted to add your banking info for refunds

Clicking Choose Your Refund Delivery Method will open another window to Heartland ECSI, where you may enter your banking information. If you choose not to enter this information now you will be reminded the next time you enter the NUPay portal.

This is the Heartland ECSI page where you can enter your banking info.
You can return to edit your refund method by clicking Electronic Refunds from the home screen in the My Profile Setup box on the right-hand side of the screen.
**Student Account information**

This is the home screen of the new NUPay system. From here you can view all your payment activity, billing, payment and profile options, authorized payers, and make payments.
**View Activity**

If you click View Activity in the Student Account box ion the middle of the screen, it will bring up all your current account activity. Current account activity is displayed by term and can be printed or exported to Excel or PDF. This information is straight from Banner and reflects close to real time data.
**Make a Payment**

To make a payment, click the Make Payment button in the Student Account box in the middle of the screen.
You will be brought to the Account Payment page where you can select which term you wish to pay and enter the dollar amount of how much you want to pay. Click Continue when you have entered the required information. You can only make a payment on ONE TERM during a single transaction.

Note: You can only make a payment for terms you have a balance on, you cannot make a payment on a term with a zero balance.

After you click continue, you will be prompted to select your payment method.
Payment by Credit Card

Payment by Credit Card provides the ability to make payments to a student account using a credit card. A Service fee of 2.85% ($3.00 minimum) is charged for credit card payments.

Select Credit Card via PayPath from the drop-down menu and then click Continue to enter your credit card information.
You will then be brought to the PayPath Payment Services Portal. Double check the information shown and confirm that the Student ID, term, and dollar amounts are correct. If the information is correct, click Continue. After clicking Continue you will be prompted to enter your Credit Card and Billing Address. Select Continue to submit your payment and receive a receipt.
Payment by Electronic Check

Payment by Electronic Check provides the ability to make payments to a student account using a savings or checking account. There is no fee to the student or authorized user for Electronic Check payments.

Select Electronic Check from the drop-down menu and then click Continue to enter your banking information.
Enter all the required information and double-check that everything is correct. You can also select the option to save this information as a payment method for future payments, saving some time. Click Continue to go to the confirmation screen. Confirm the payment when prompted.
**Personal Profile**

The Personal Profile allows users to enter their Mobile Number to opt into text communications.

Your Personal Profile can be accessed by clicking Personal Profile in the My Profile Setup box on the right-hand side of the screen.

From this screen you can add a telephone number and receive text alerts about your account. To add a number, click the Edit button and then enter the telephone number and select the carrier information.
Payment Profile
The Payment Profile allows users to view Saved Payment Methods and add new saved payment methods.

Your Payment Profile can be accessed by clicking Payment Profile in the My Profile Setup box on the right-hand side of the screen.

From this screen you can view, edit, or delete any saved payment methods by click the Action button beside the payment method. You can also add new saved payment methods in the Add New Payment Method box. The system will walk you through the steps needed to enter your payment info.
**How to set up Authorized Users**

Only students have the ability to set up, edit, and remove Authorized Users (aka authorized payers). These DO NOT carry over from the old NUPay system.

From the home page of the payment portal, click Authorized Users in the My Profile Setup menu on the right-hand side of the screen.

When you are brought to the Authorized Users page you will see a list of your Authorized Users. Select Add Authorized User to add a new Authorized User. Enter their email address and select the visibility permissions you want this Authorized user to have. You can edit these options, as well as remove an Authorized User, in the Authorized Users main view.
**Authorized User Access**

Authorized users will receive an email with information and a link to access the NUPay portal where they will set up their password to access the new system. Once set up as an Authorized User, it is suggested to bookmark the link to the NUPay system.

Here is the link:

https://secure.touchnet.net/C20356_tsa/web

You will be brought to this page. You will sign in with the email and password you set up when you were invited to be the authorized payer.