Effective February 1, 2021 we will have the ability to refund any excess funds from your Plus Loan via ACH in lieu of a paper check. There are very specific steps which must be taken by you and your student for this to work. Outlined below are those steps along with screenshots for guidance.

**Parent/Borrower:**

- You must select “ME” for Credit Balance Option, Question 11, when completing your Parent Plus application. This notifies ERAU that appropriate refunds should be directed to your bank account.

**Credit Balance Option**

Your Direct PLUS Loan will first be applied to the student's school account to pay for tuition and fees, room and board (for on-campus students), and, if you provide authorization, other educational related charges. Any loan amount that remains after these charges have been paid is called a credit balance. You may choose to have the school pay the credit balance directly to you or to the student.

If there is a credit balance after your Direct PLUS Loan has been applied to the student's school account, to whom do you want the school to pay the credit balance?

- Me
- The Student

**Student:**

- You must set your parent/borrower up as an Authorized User in TouchNet.
- The email address that the parent/borrower used on the Studentaid.gov application must match the email address used when creating the Authorized user.
Parent/Borrower:

- Once set up as an Authorized User (a link will be sent to you via the email address provided) you must ensure the following has been included in the eRefund profile of your Authorized User account.
  - Borrower’s date of birth – will be verified against the Plus Loan application
  - Last 4 digits of the borrower’s social security number – will be verified against the Plus Loan application
  - The Current Refund Method reflects the correct bank account to receive the Parent Plus Loan refund via ACH
- Verify that:
  - The email address the borrower entered on the Studentaid.gov application matches the email address used to create your Authorized User account in TouchNet.
- Complete the Two-Step Verification Enrollment under Security Settings (you will be directed to do so when you add or edit your refund settings).

If you, the borrower, already have an Authorized User account established in TouchNet, please access your account and verify the above information. Inaccurate information will interfere with ACH processing and cause a delay in your refund.
My Profile Setup

Personal Profile

Payment Profile

Security Settings

Electronic Refunds

My Profile

<table>
<thead>
<tr>
<th>Personal Profile</th>
<th>Payment Profile</th>
<th>Security Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Full name</td>
<td>Test</td>
<td>Account</td>
</tr>
<tr>
<td>Login ID / Email address</td>
<td><a href="mailto:test@email.com">test@email.com</a></td>
<td></td>
</tr>
<tr>
<td>Password</td>
<td>******</td>
<td></td>
</tr>
</tbody>
</table>

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

Secondary email address: 2test@email.com

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.
We are here to help! If you need any assistance setting this up please reach out to us at sfs@erau.edu.