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.

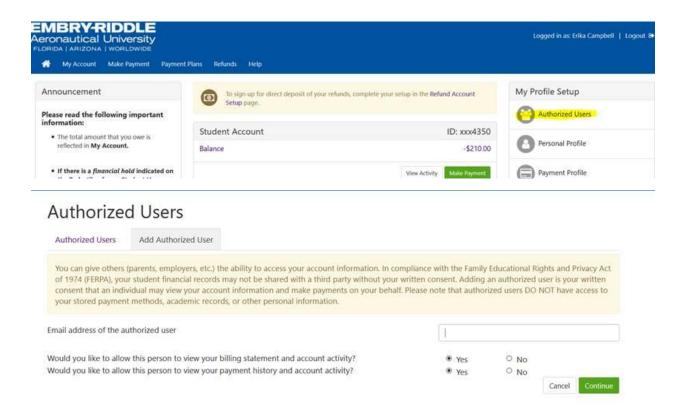If there is a credit balance after your Direct PLUS Loan has been applied to the student's school account, to whom do you want the school to pay the credit balance?

○ 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.
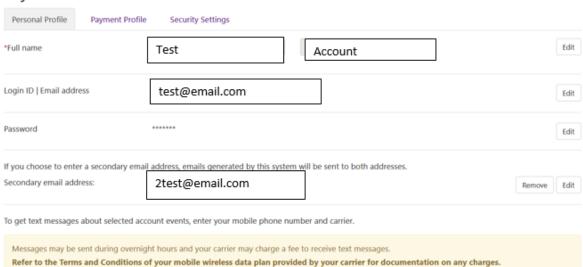
EMBRY-RIDDLE
Aeronautical University
FLORIDA | ARIZONA | WORLDWIDE

Logged in as: Erika Campbell | Logout

My Account   Make Payment   Payment Plans   Refunds   Help

Announcement

Please read the following important information:

- The total amount that you owe is reflected in **My Account**.
- If there is a *financial hold* indicated on

To sign up for direct deposit of your refunds, complete your setup in the Refund Account Setup page.

Student Account   ID: xxx4350

Balance   -$210.00

View Activity   Make Payment

My Profile Setup

Authorized Users

Personal Profile

Payment Profile

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 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.

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 payment history and account activity?   ● Yes   ○ No

Cancel   Continue

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

Personal Profile   Payment Profile   Security Settings

*Full name	Test	Account	Edit
Login ID | Email address	test@email.com		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:	2test@email.com	Remove	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.

Add New Payment Method

Method   Select Method   ⌄   Select

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

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