

## Sign Up for eRefund (Direct Deposit):

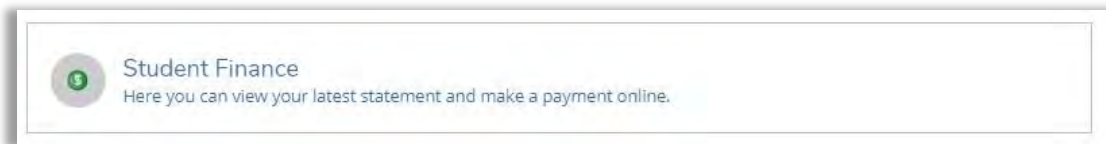
eRefund is our version of direct deposit. There are no fees to enroll, and you will always receive your refund faster through eRefund than if your refund is processed and mailed as a paper check. After your aid is disbursed to your account and your refund is processed (which can take up to 14 days to be processed), if you sign up for eRefund, your refund will be directly deposited into the bank account you enter in the system within 3-5 business days.

If you choose to receive a paper check, please make sure your address is always up to date in our system or the check might not be delivered to the correct address causing a significant delay in receiving your refund. If you need to update your address, you can do so by completing the [Address Change Form](#).

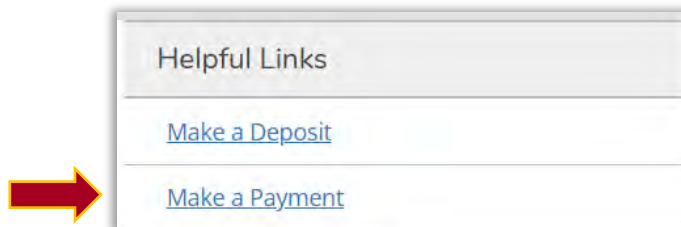
### ❖ Instructions to sign up for eRefund:

Go to your Self-Service account.

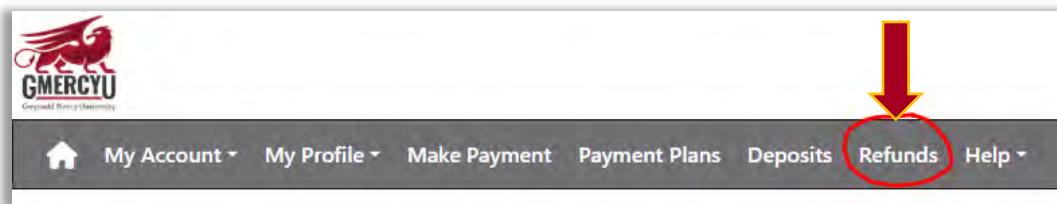
Next, click on the **Student Finance** tile.



On the right side of the page, under Helpful Links, select **Make a Payment**.



Once you are logged onto TouchNet's payment center, our secure third-party payment vendor's site, you will select **Refunds** located on the gray tool bar at the top of the page.



The first time you sign up for electronic refunds you will be instructed to set up a two-step verification.

Click the green **Complete multi-factor authentication** to continue.

# eRefunds

## eRefunds puts money in your account... FAST!

No more trips to your financial institution or waiting for a paper check to come in the mail. Direct Deposit is the secure and convenient way to get your refund.

### Refund Methods

**No Refund Method Selected.** Multi-factor authentication required before making a selection.

Complete multi-factor authentication

### Direct Deposit

Typically received in 1-2 business days

Funds will be transferred to the personal checking or saving account of your choice.

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

Set up a new account

A passcode will be sent to you. Please enter the passcode in the blank box and click the green **Verify** button.

### Refund Methods

**No Refund Method Selected.** Multi-factor authentication required before making a selection.

Complete multi-factor authentication

A passcode was sent to you for multi-factor authentication. Please enter the passcode to update refund method

Cancel

Resend Code

Verify

Once you verify the code, please follow the steps to complete the Two-Step Verification Enrollment.

### Multi-Factor Authentication

Multi-factor authentication (MFA) enhances security by requiring multiple proofs of identity.

Select your preferred method for one-time passcode (OTP) delivery.

#### Primary Method

**Google Authenticator (Preferred)**

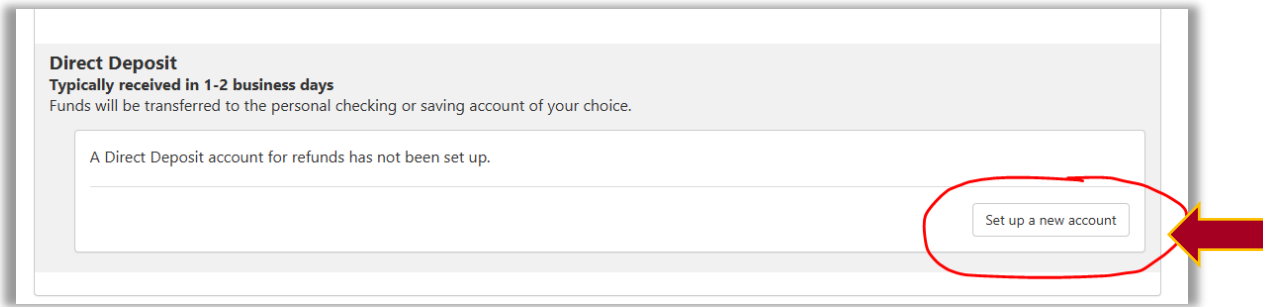
New to Google Authenticator? Download from the App Store or Google Play to get Started!



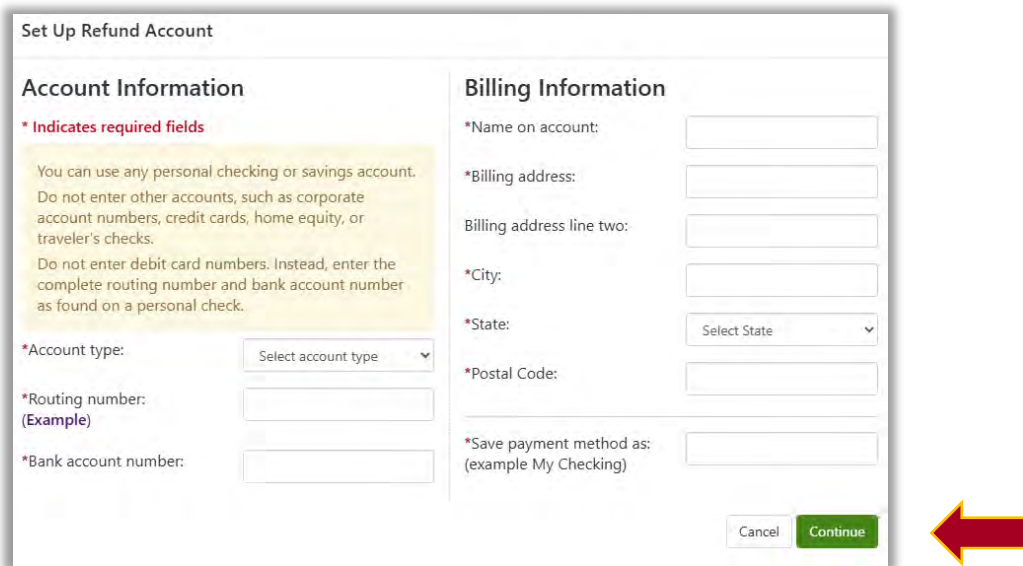
Text message to existing or new mobile number

Email message to existing or new email address

Once you have completed the Two-Step Verification Enrollment, click **Set up new account**

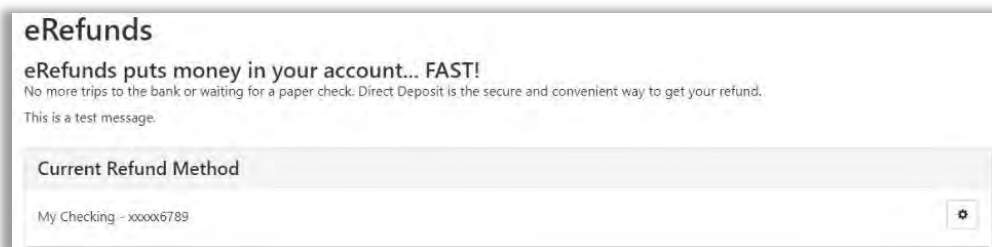


You will be asked to enter in your banking information. **Please note**, you will need to add a routing and account number, as we cannot process refunds to a debit card.



Once you have entered your banking and billing information, please click the green **Continue** button.

On the main Refunds page, you will now see the account listed under Current Refund Methods.



You have now completed your enrollment in eRefund.

If you have any issue with the steps above, please email the Student Billing Office at [studentbilling@gmercyu.edu](mailto:studentbilling@gmercyu.edu) so we can help troubleshoot and fix the issues you having.