



Quick Guide: Student Accounts

Make a Payment & Optional Fees

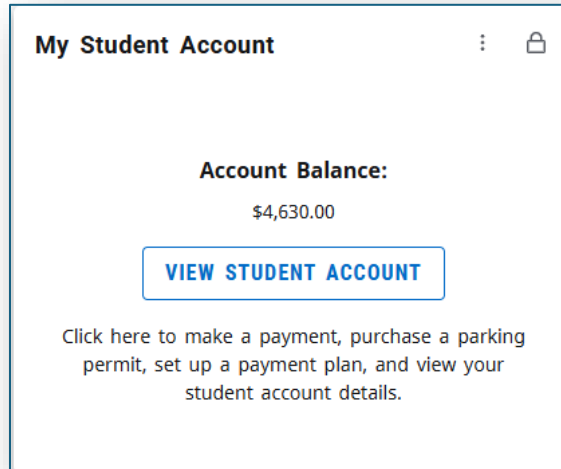
This guide will provide you with the steps needed to manage your student account when making a payment, authorizing users, managing the optional fees and much more.

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Logging In

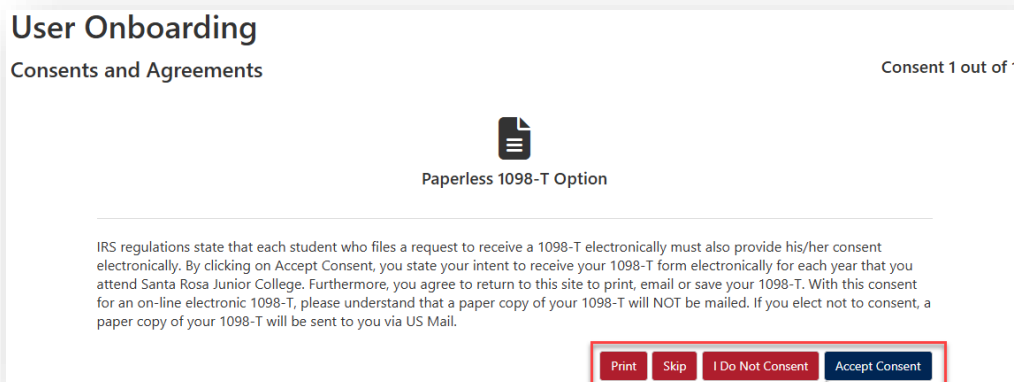
1. After you are logged in to your Bear Cub Hub, locate the *My Student Account* and click the *View Student Account* button.



Consent Forms

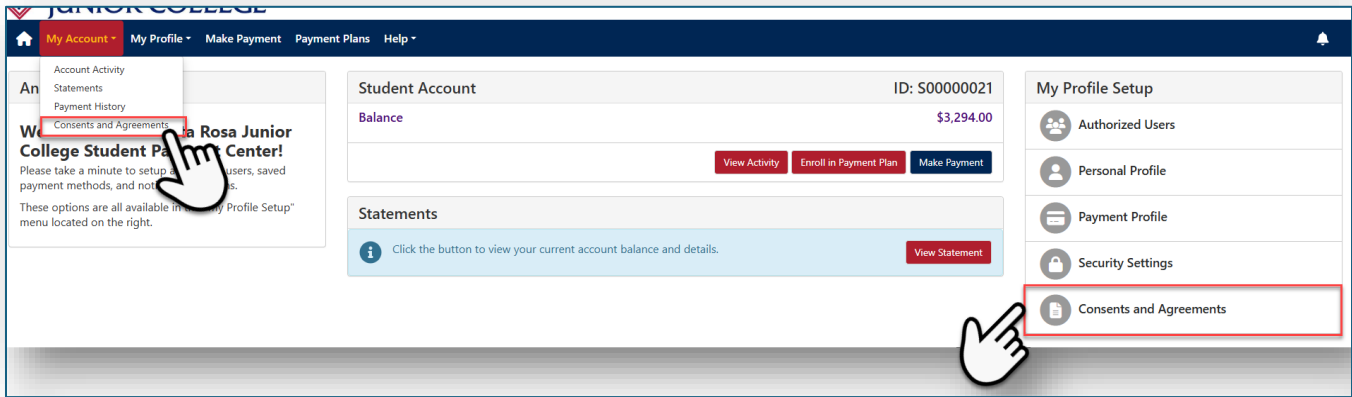
Upon logging into your *My Student Account* for the first time, you will have the option to opt in or opt out of paperless 1098T tax documentation. Please select an option before the end of the tax year.

NOTE: Other consent forms may appear as needed; this function works the same way when logging in





You can revisit any consent forms on the *Main Menu* bar under *My Account*, or on the right under *My Profile Setup*, under *Consents and Agreements*.

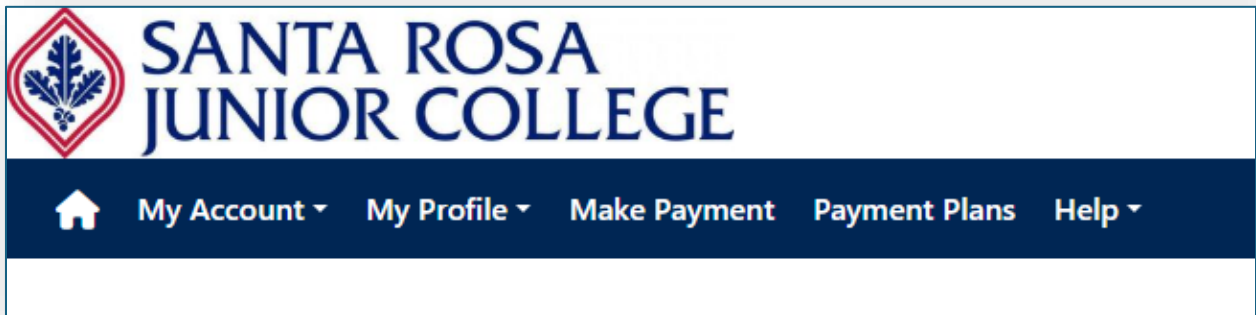


Quick Tour of the New Student Payment System

There are five main sections of the home page. Main Menu, Announcements, Account Balance and Statements, My Profile Setup, and Login and Notification status.

The *Main Menu* provides detailed access information, which is also available around the welcome page. You can manage your account, profile, make a payment, and review your payment plans in the main menu. You can also seek help from this menu as well.

If you need to get back to the welcome screen, click the *home icon* on the far left.





Announcements will be found on the left of the welcome page and can help you with important tasks or updates about your account.

Announcement

Welcome to the Santa Rosa Junior College Student Payment Center!


Please take a minute to setup authorized users, saved payment methods, and notification options.

These options are all available in the "My Profile Setup" menu located on the right.

Account Balance and Statements are located in the middle of the welcome page. This will display your *balance* and allow you to view *activity* and *make payments* from this window. Right below the *Student Account* is the *Statement* section, and you will be able to view, download and print your *statements*.

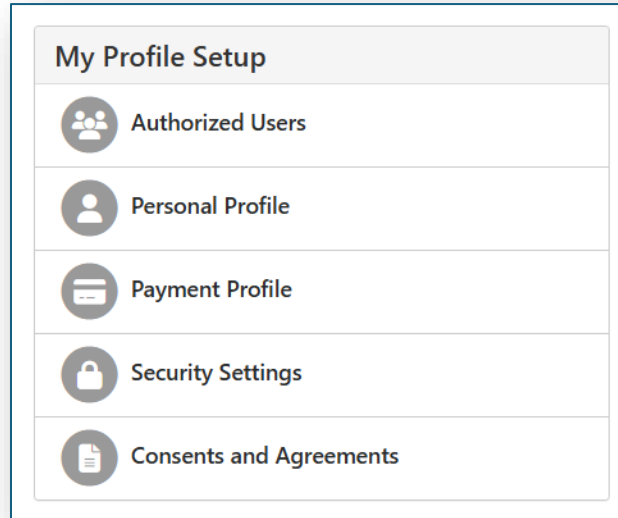
Student Account	ID: S01376123
Balance	\$4,630.00
	View Activity Make Payment

Statements

 Click the button to view your current account balance and details.

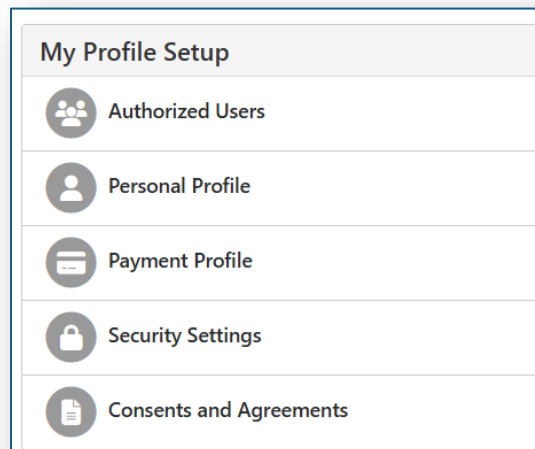
[View Statement](#)

The *My Profile Setup* will allow you to create Authorized Users, update your Personal Profile, review and create a payment plan in your Payment Profile, set up *Security Settings*, and review *Consents and Agreements*.



My Profile Setup

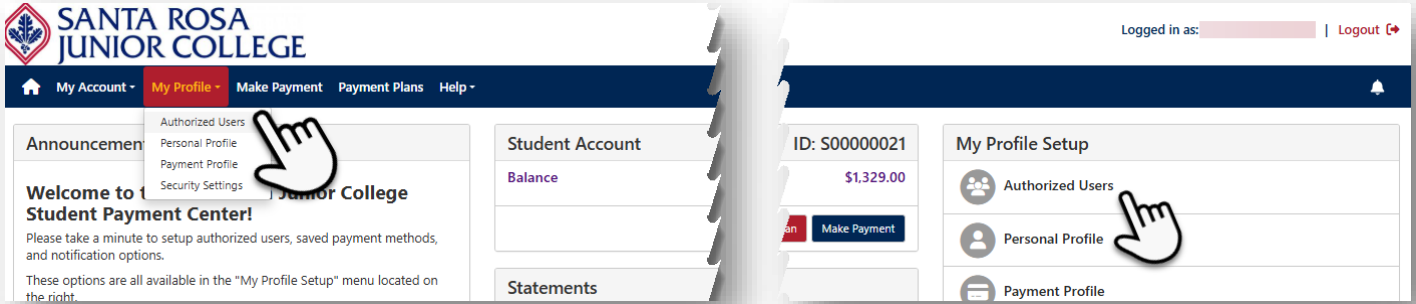
In this section, you will learn how to set up Authorized Users, Multi-Factor Authentication (MFA), and manage. Santa Rosa Junior College will automatically attach your student email address to your Student Account, and you can add a secondary email address to receive confirmation emails.





Authorized Users

To set up authorized users, such as a parent, guardian, family member, or trusted relative, select My Profile from the main menu bar, or Authorized Users from My Profile Setup on the right side of the home screen.



Select the *Add Authorized Users* tab. Enter a valid email address, select which options you would like the authorized user to have access to within your account, and click the *Continue* button.

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 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

Cancel

Continue



On the pop-up window, review the agreement, select the checkbox, *I agree*. Make sure to *PRINT* your agreement before you exit the window. You can save it as a PDF or print from this screen.

Select continue to submit the agreement for the authorized user. You will need to repeat this step for each authorized user on your student account.

Agreement to Add Authorized User ×

I hereby authorize **Santa Rosa Junior College** to grant [redacted]@santarosa.edu 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.

Access to my accounts also includes the ability to :

- View my 1098-T tax statement
- Receive my payment plan communications

This agreement is dated 04/01/2026 8:09:06 AM PDT.

For fraud detection purposes, your internet address has been logged:
66.74.49.97 at 04/01/2026 8:09:06 AM PDT

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



Once an *Authorized User* has been added, you can edit, delete, or review the agreement by selecting the *Authorized Users* tab, then selecting the gear icon next to the authorized user listed. A menu will pop up window, and you can select how you would like to review or change the authorized user details. You can always come back here and print the agreement for each authorized user.

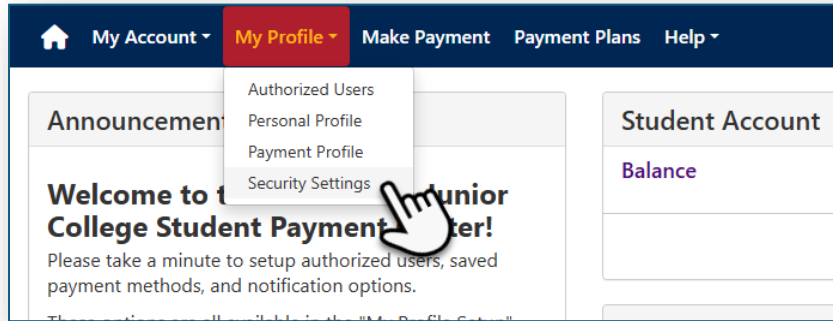
Authorized Users

Authorized Users [Add Authorized User](#)

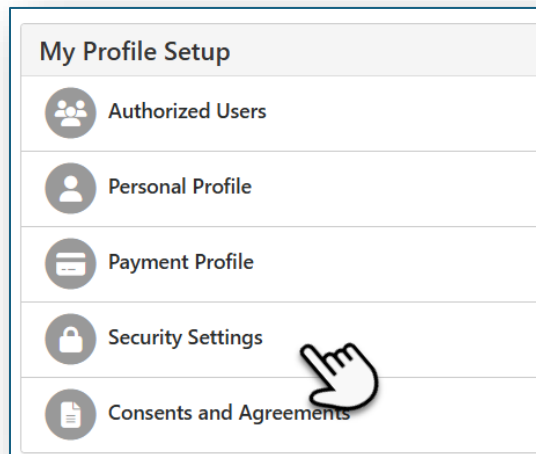
Full name	Email address	Action
	:@santarosa.edu	 <ul style="list-style-type: none">EditDeleteShow Agreement

Multi-Factor Authentication (MFA) Setup

Start by selecting *My Profile* from the menu bar at the top and selecting *Security Settings*.





Note: You can also access Multi-Factor Authentication (MFA) by selecting Security Settings in My Profile Setup on the right-hand menu.



Select which method of MFA works best for you. However, an *Authenticator App* is preferred.

Primary Method

Authenticator App (Preferred)
Suggested authenticator apps include Google Authenticator, Microsoft Authenticator, Authy, Duo and LastPass. Download one of these apps 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

Option 1 MFA Preferred Method:


- Choose an *Authenticator* app such as Google Authenticator, Microsoft Authenticator, or Duo. You can use the one that works best for you. They all function the same way!
- You will open the app and choose to “add,” and when the app scanner opens, scan the *QR code* below to generate the linked account.
- Once added, a passcode will be generated for the linked account. Enter that passcode in the *Verify Passcode* field below

Primary Method

Authenticator App (Preferred)
Suggested authenticator apps include Google Authenticator, Microsoft Authenticator, Authy, Duo and LastPass. Download one of these apps from the App Store or Google Play to get started!

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

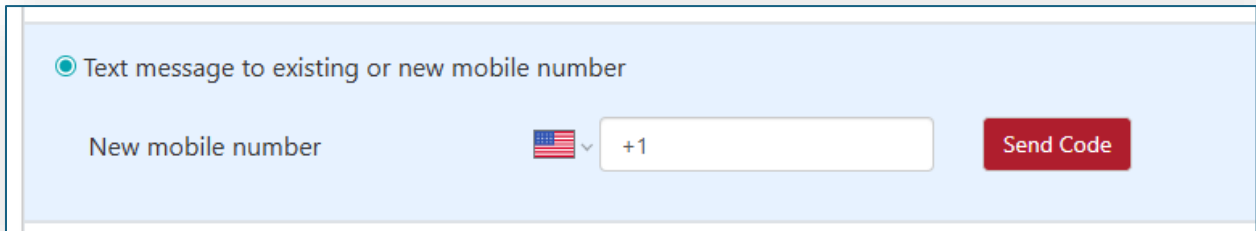


Or enter this unique key in the Authenticator App: **s2qxbw4lh2nvro7q**


Verify passcode

Option 2 MFA Mobile Text Number

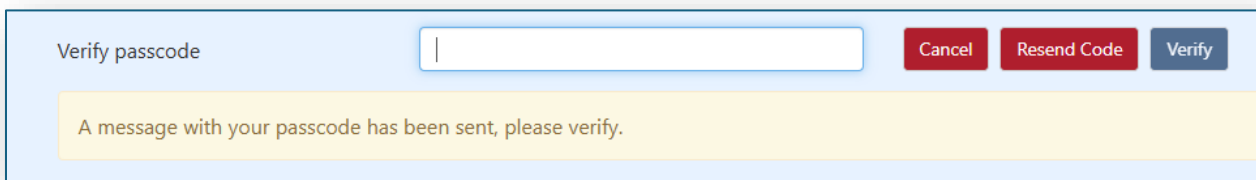
Enter the phone number that you have direct access to and click *Send Code*.

A screenshot of a web form for selecting a mobile text number. It features a radio button selected for "Text message to existing or new mobile number". Below this is a label "New mobile number" followed by a dropdown menu showing a US flag and "+1", and an empty text input field. To the right is a red "Send Code" button.

Text message to existing or new mobile number

New mobile number  +1

Once the code is sent to your mobile device, enter it in the Verify Passcode field below, then click *Verify*.

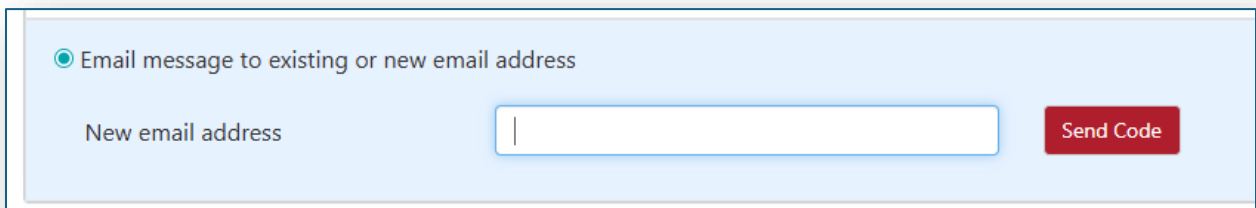
A screenshot of a web form for verifying a passcode. It has a label "Verify passcode" and an empty text input field. To the right are three buttons: "Cancel", "Resend Code", and "Verify". Below the input field is a yellow message box containing the text "A message with your passcode has been sent, please verify."

Verify passcode

A message with your passcode has been sent, please verify.

Option 3 MFA Email Verification

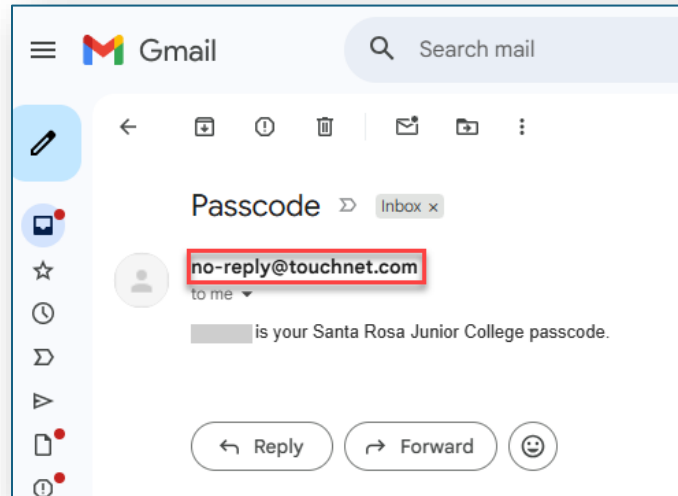
Enter an *email address* that you have direct access to in the email address field below.

A screenshot of a web form for selecting an email address for verification. It features a radio button selected for "Email message to existing or new email address". Below this is a label "New email address" followed by an empty text input field. To the right is a red "Send Code" button.

Email message to existing or new email address

New email address

The email will come from no-reply@touchnet.com and look like this.



Enter the passcode that you received in your email address into the *Verify Passcode* field below and click *Verify* to continue.

Verify passcode

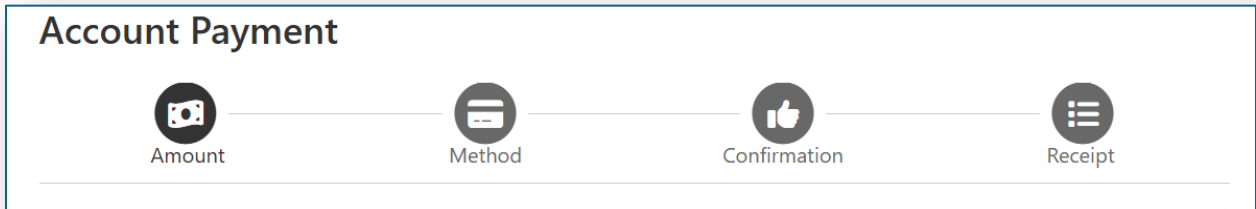
An email with your passcode has been sent, please verify.



Make a Payment

When making a payment, this progress bar at the top of the screen will help you along with your status until you have successfully completed your payment.

Important: All payments can be made in full or partial by changing the amount in the balance or charge field next to the ADD button in red.



You can choose to pay the *Current Account Balance*, *Pay by Term*, or *Pay by Line Item*. Select the option that works best for you.

The form is titled "Select Payment Option" and contains three radio button options:

- Current Account Balance**
\$4,630.00
- Pay by Term**
Select which semester terms to pay
- Pay by Line Item**
Select which line items to pay



Option 1: Current Account Balance:

Click the *Add* button to add the amount to your *Payment Total* which will adjust at the bottom of the screen.

Select Payment Option

Current Account Balance
\$4,630.00

Pay by Term
Select which semester terms to pay

Current Account Balance

Enter payment amount and click 'Add' to include in the payment total.

Student Account | \$4,630.00

\$ **Add**

Option 2: Pay by Term:

You can choose which term you would like to pay, by adding one or more terms to the *Payment total* by clicking the *Add* button next to the term amount.

Important: All payments can be made in full or partial by changing the amount in the balance or charge field next to the ADD button in red.

Current Account Balance
\$4,630.00

Pay by Term
Select which semester terms to pay

Pay by Term

Enter payment amount and click 'Add' to include in the payment total.

Fall 2024 | \$672.50

\$ **Add**

Fall 2025 | \$254.50

\$ **Add**

Spring 2026 | \$3,583.00

\$ **Add**

Summer 2026 | \$120.00

\$ **Add**



Option 3: Pay by Line Item:

If you have items such as rent for housing that are owed, you can select which line to add to your *Payment Total* by selecting the *Add* button next to the total.

Important: All payments can be made in full or partial by changing the amount in the balance or charge field next to the ADD button in red.

NOTE: You must select this option if you want your payment to apply specifically to rent due for housing or for payments of a parking permit on your account.

Current Account Balance
\$4,630.00

Pay by Term
Select which semester terms to pay

Pay by Line Item
Select which line items to pay

Pay by Line Item
Paid items may appear in this list until the system has completed its payment record update.

Search:

Description	Date	Term	Amount (\$)		Payment (\$)
Polly Hall Rent	4/1/26	Spring 2026	\$1,355.00	\$ 1,355.00	Add
Polly Hall Rent	5/1/26	Spring 2026	\$1,355.00	\$ 1,355.00	Add

Showing 1 to 2 of 2 entries



Additional Items:

There are additional items such as parking permits for vehicles and motorcycle permits. Select the number of permits. You can add this to your account and pay now or later.

Note: To prevent duplicate purchases on the Additional items below (either a motorcycle or passenger vehicle) please be sure to select only one parking permit type to avoid duplicate charges.

Additional Items

The items listed below can be added to your payment as purchases. If an item allows you to 'Pay Later', its charges will be added to your account

Summer Parking Permit - Student Account	Payment due now	\$60.00	- 0 +	\$0.00
Summer 2026 Parking Permits will be mailed out beginning June 1st. On and after June 1st Parking Permits will be mailed out within 2 business days upon payment, to the address listed on the student account.				
X26MP - Student Account	Payment due now	\$5.00	- 0 +	\$0.00
Summer 2026 Motorcycle Permit				

Payment Total will list out the balance from one of the three options on the *Student Account* and list out the *Additional Item*, such as the selected parking permit. Click *Continue* to proceed to enter the credit card information.

Current Account Balance (Student Account)	\$4,630.00
Additional Item Total	\$60.00
Payment Total	\$4,690.00

[Continue](#)



Select the payment method as *Credit Card* to continue.

* Indicates required information

Amount: \$4,690.00

Select Payment Method:*

- Select Method
- Credit Card**
- Credit or Debit Card

Enter the *Credit Card* details to continue.

Account Information

* Indicates required fields

*Card number:



Enter all of the information with a *, including name on card, expiration date, card verification value (the three-digit security code), and billing information. Then click *Continue*.

Amount:	\$4,690.00
Select Payment Method:*	Credit or Debit Card
Account Information	
* Indicates required fields	
*Card account number:	xxxxxxxxxxx
*Name on card:	
*Card expiration date:	03 2027
*Card Verification Value: (View example)	
Cardholder Billing Information	
*Country:	UNITED STATES
*Billing address:	
Billing address line two:	
*City:	
*State:	Select State
* Postal Code:	
Option to Save	
<input type="checkbox"/> Save this payment method for future use	
Save payment method as: (example My CreditCard)	
Back Cancel Continue	

Confirm the details you entered. Review the payment amount, the selected payment method, and details are correct, and that a confirmation email is in your account.

Account Payment

Amount — Method — Confirmation — Receipt

Please review the transaction details, then submit your payment.

Payment Information

Payment Date		4/1/26
Term	Account	Amount
Summer 2026	Student Account	\$1.00
Total Payment Amount		\$1.00

[Change Amount](#)

Business Correspondence Address

SANTA ROSA JR COLLEGE
1501 MENDOCINO AVE
SANTA ROSA, CA 95401
UNITED STATES

Confirmation Email

_____@santarosa.edu

Selected Payment Method

Account: AMEX

Expiration Date: _____

Name on card: _____

Billing Address: _____, CA

UNITED STATES

[Change Payment Method](#)

[Back](#) [Cancel](#) [Submit Payment](#)



Once you submit your payment, a payment verification window will pop up. From here, you can print your payment receipt.

Account Payment

Amount — Method — Confirmation — Receipt

Your payment in the amount of \$1.00 was successful. Please print this page for your records. To view all payments, go to My Account > Payment History.

Payment date:	4/1/26	Paid to:	Santa Rosa Junior College 1501 Mendocino Ave Santa Rosa, CA 95401 UNITED STATES
Amount paid:	\$1.00	Web address:	https://secure.touchnet.net/[redacted]_tsa/web
Transaction type:	Purchase	Payment method:	AMEX - xxxxxxxxxxxx [redacted] <small>Card not present for this transaction.</small>
Student name:	[redacted]	Name on card:	[redacted]

[Print](#)



If you do not print from this screen, you can return to your Account Activity and print the payment history there.

Account Activity

Expand All Print Excel PDF

Filter activity by [View Activity](#)

Student Account Balance \$1,328.00

▼ **Summer 2026** \$0.00

[Print](#) [Excel](#) [PDF](#)

Account Activity

Search:

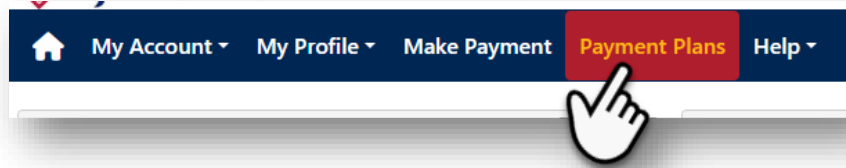
Description	Code	Date	Charges	Credits/Anticipated Credits	Balance
▶ Credit Card Payment	P003	4/1/26	--	\$1.00	-\$1.00
▶ Enrollment Fee	F001	3/25/26	\$1.00	--	\$1.00
Total Charges:					\$1.00
Total Credits/Anticipated Credits:					\$1.00
Term Balance:					\$0.00
Term Balance Including Estimated Aid:					\$0.00

▶ **Spring 2026** \$1,328.00

Payment Plans

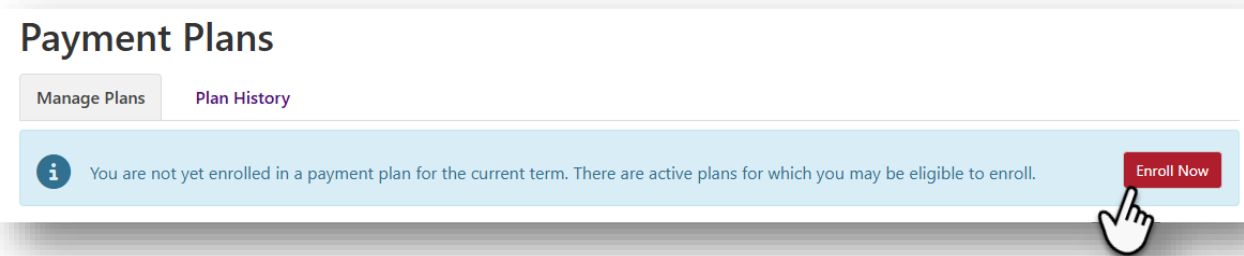
When you have a payment plan set up, you will be able to review it under the *Payment Plans* menu options. You can *Mange Plan* or review your *Plan History*.

To begin, select *Payment Plans* from the *Main Menu*.

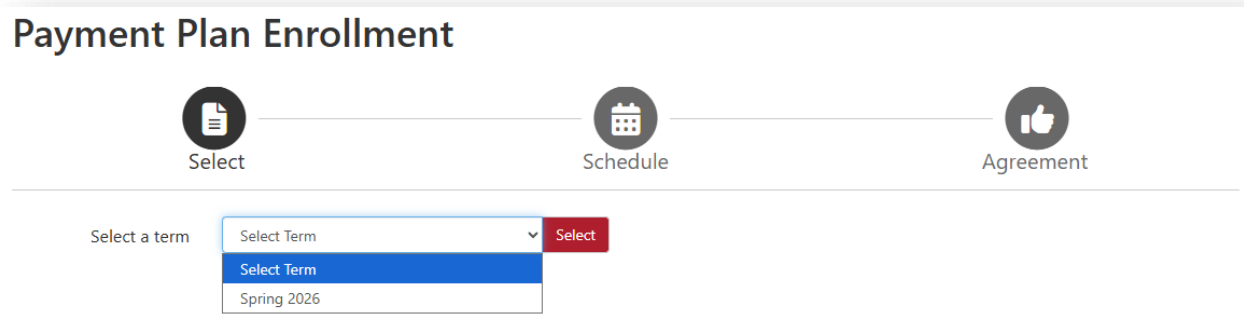


Payment Plan Enrollment

Select *Enroll Now* to start a payment plan.



Select an applicable term from the dropdown menu.





Review the details of the *Payment Plan* by clicking on the *Details* button.

Plan Name	Required Down Payment	Installments	Action
2026 Past Due Payment Plan - Spring	25.00%	3	Details Select

Please review the required payment due at the time of the plan setup. You can choose to select "cancel" in this pop-up window to go back to the plan selection and select your plan there.

2026 Past Due Payment Plan - Spring

Payment Plans for registration fees totaling \$50 or more may be set up.
Payment plans are not eligible for the following: Polly Hall housing fees or overdue fees from previous payment plans. Any payments made to fees are final, no refunds.


Term(s):	Spring 2026
Enrollment deadline:	4/30/26
Scheduled payments:	Optional
Setup fee:	\$0.00
Eligible charges and credits:	\$983.00
Required down payment:	\$245.75
Due at enrollment:	\$245.75
Number of payments:	3
Installment payments:	\$245.75
Payment frequency:	Fixed Dates


[Cancel](#) [Select](#)




Once the plan has been selected, please review your payment schedule carefully before completing your enrollment. Also, please note that amounts listed on this page may include account activity that is more recent than any billing statement you might have received.

Payment Plan Enrollment


 Select


 Schedule


 Agreement

2026 Past Due Payment Plan - Spring

Please review your payment schedule carefully before completing your enrollment. Also, please note that amounts listed on this page may include account activity that is more recent than any billing statement you might have received.

Plan Description

Payment Plans for registration fees totaling \$50 or more may be set up.
 Payment plans are not eligible for the following: Polly Hall housing fees or overdue fees from previous payment plans. Any payments made to fees are final, no refunds.

Eligible Charges and Credits

Description	Charges(\$)	Credits(\$)
Fee Category	35.00	
Tuition Category	138.00	
Library Fines	750.00	
Parking Permits	60.00	
Balance:		983.00

Required down payment

Additional down payment

Payment Schedule

The payment plan schedule provided below only includes charges and credits that are eligible for the payment plan. Any additional amounts owed as reflected below will need to be paid separately. You may make a payment toward the amount not included in the plan after enrolling in the plan.

You owe an additional **\$2,311.00**

Installments	Due Date	Amount(\$)
Installment 1	5/31/26	245.75
Installment 2	6/30/26	245.75
Installment 3	7/31/26	245.75
Total of installments:		737.25

Current Charges	Due Date	Amount paid(\$)	Amount Due(\$)
Down payment	Due now	0.00	245.75
Total amount paid:			0.00
Total due now:			245.75



Select to either have payments automatically be made or come back to make a payment on or before the due date, and select *Continue*.

Set up Automatic Payments

Would you like to set up payments to be made automatically on the dates shown above?

Yes, I want to set up my payments. Let me choose the payment method that will automatically be used to make a payment on each due date.

No, I don't want to set up payments. I will come back and make each payment on or before the due date.

[Back](#) [Cancel](#) [Continue](#)

Enter your credit card information to make your first payment installment, which is required to set up a payment plan. Once you enter your credit details, select *Continue* to confirm payment.

Payment Plan Enrollment

Select — Schedule — Payment — Agreement

- You must pay the plan fees before enrollment can be processed.
- All installments are paid automatically on their due dates. The payment method you choose will be used for all these payments.
- You are responsible for making sure that the payment method remains valid for the duration of this payment plan.
- If installment amounts change due to new charges or credits, the amounts of scheduled payments will adjust accordingly.

* Indicates required information

Amount: \$245.75

Select Payment Method:*

Select Method

Credit Card

Credit or Debit Card

[Back](#) [Cancel](#) [Continue](#)

Debit and Credit Card - We accept the following credit and debit cards.



Enter your payment details to make the required first payment on your payment plan.

Amount: \$4,690.00

Select Payment Method:* Credit or Debit Card

Account Information

*** Indicates required fields**

*Card account number: xxxxxxxxxxxx

*Name on card:

*Card expiration date: 03 2027

*Card Verification Value:
[\(View example\)](#)

Cardholder Billing Information

*Country: UNITED STATES

*Billing address:

Billing address line two:

*City:

*State: Select State

*Postal Code:

Option to Save

Save this payment method for future use

Save payment method as:
(example My CreditCard)

Confirm your payment information, payment method, and confirmation email, then click the submit payment button.

Account Payment

Amount — Method — Confirmation — Receipt

Please review the transaction details, then submit your payment.

Payment Information

Payment Date		4/1/26
Term	Account	Amount
Summer 2026	Student Account	\$1.00
Total Payment Amount		\$1.00

[Change Amount](#)

Business Correspondence Address

SANTA ROSA JR COLLEGE
1501 MENDOCINO AVE
SANTA ROSA, CA 95401
UNITED STATES

Confirmation Email

_____@santarosa.edu

Selected Payment Method

Account: AMEX

Expiration Date: _____

Name on card: _____

Billing Address: _____, CA

UNITED STATES

[Change Payment Method](#)

[Back](#) [Cancel](#) [Submit Payment](#)



Once the payment plan payment has been accepted, a receipt will pop up. Select print to save this payment receipt for your records.

Account Payment

Amount — Method — Confirmation — Receipt

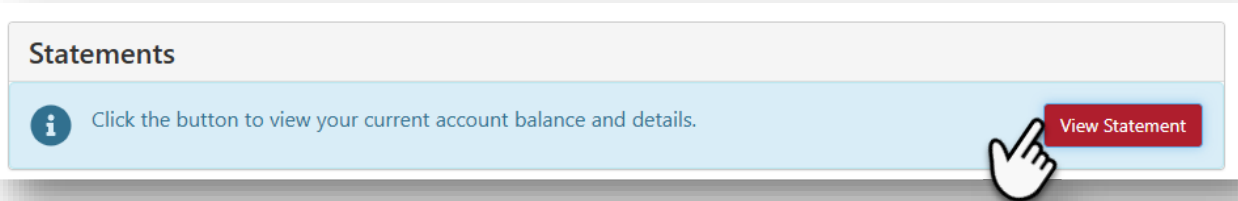
Your payment in the amount of \$1.00 was successful. Please print this page for your records. To view all payments, go to My Account > Payment History.

Payment date:	4/1/26	Paid to:	Santa Rosa Junior College 1501 Mendocino Ave Santa Rosa, CA 95401 UNITED STATES
Amount paid:	\$1.00	Web address:	https://secure.touchnet.net/[redacted]_tsa/web
Transaction type:	Purchase	Payment method:	AMEX - xxxxxxxxxxxx [redacted] <small>Card not present for this transaction.</small>
Student name:	[redacted]	Name on card:	[redacted]

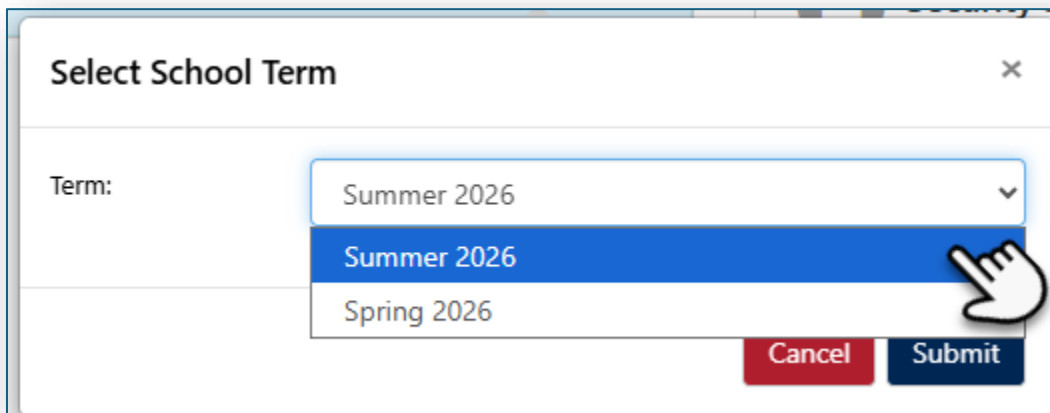
[Print](#)

View Statements

To view your student account statements, select the *View Statement* button on the home screen section under *Statements*.




Select the school *Term* by clicking the drop-down menu and selecting the term you would like to view.





After reviewing the statement, you can *print or make a Payment* from this window using the options located at the bottom right.

Current Statement (Apr 1, 2026)



Santa Rosa Junior College
1501 Mendocino Ave
Santa Rosa, CA 95401
srjccounting@santarosa.edu

Statement date: 4/1/26
 Student name: [REDACTED]
 Student ID: [REDACTED]
 Student email: [REDACTED]
 Term: Summer 2026
 Term balance: \$1.00
Balance: \$1,329.00

Jessica Miramontes

Balance
\$1,329.00

Account Statement

Account Activity - Summer 2026

Date	Code	Description	Charges	Credits/Anticipated Credits	Balance
> 3/25/26	F001	Enrollment Fee	\$1.00	--	\$1.00
TOTALS			\$1.00	\$0.00	\$1.00

Other Term Balances

Term	Balance	Estimated Aid	Balance Including Estimated Aid
Spring 2026	\$1,328.00	--	\$1,328.00
TOTALS	\$1,328.00	\$0.00	\$1,328.00

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