



### What can I do in Touchnet?

- Make Payments Online
- Enroll in a Payment Plan
- Designate a Refund Direct Deposit Account
- Set Up Authorized Users
- Enroll in Text Message Alerts
- View E-Bills and Account Summary

### Access Touchnet online through Mustang Express

#### Payment in FULL to be Finalized

- Choose 'Make Payment' from the upper menu bar
- Choose from one of the available options:  
Current Account Balance (**payment amount is adjustable**)  
Amount Due (**payment amount if adjustable**)  
Future Due (**amount must be specified**)  
Pay by Term (**payment is adjustable**)
- Click 'Add' next to amount.
- Select 'Continue'
- Enter a payment method (you have the option to save this payment method for future use)
- Review and submit your payment on the confirmation page checking the 'I agree' box and selecting 'Submit Payment'

You can schedule future payments by changing the 'Payment Date' at the top of the page.

### Set up a Payment Plan to be Finalized

- No down payment required
- \$25 non refundable installment plan fee
- Balance divided into 4 equal installments
- Financial aid, waivers and/or third party contracts will reduce overall balance
- Late enrollment requires missed payments due at signup
- Payment dates are fixed and cannot be altered under any circumstances.
- Payments are automatically withdrawn from the saved payment method selected during enrollment. It is the account holder's responsibility to ensure there are adequate funds available. Penalties may be assessed due to missed payments.

#### Fall Payment Plan Dates

- August 15
- September 15
- October 15
- November 15

#### Summer Payment Plan Dates

- May 31
- June 15
- July 1
- July 15

#### Spring Payment Plan Dates

- January 15
- February 15
- March 15
- April 15

#### [Log on to Mustang Express](#)

Under STUDENT Menu, choose Student Home & Self Service

Click Pay Now! Under the Student Account and Payment Information Menu

- Choose 'Payment Plans' from the upper menu bar
- Select 'Enroll Now'
- Select 'Term'
- Review WNMU's payment plan terms, click 'Select'
- Review your **Eligible Charges and Credits** and **Payment Schedule**, including amounts and due dates.
- Click 'Continue'
- Enter a payment method  
A payment method must be saved and tied to the payment plan for future installments.
- Review details, check the 'I agree' box and select 'Continue' to process plan enrollment

You will receive an enrollment confirmation

#### Saved Payment Methods

- Update existing credit/debit card expiration date
- Add new payment method
- Delete payment method

- Choose 'Payment Profile' from the right-hand menu
- Choose 'Saved Payment Methods' or 'Add New Payment Method'

Follow on screen instructions to complete desired action

• You **cannot delete** a payment method that is currently in use with an installment plan. You must first add a new payment method (see above), then follow the instructions below to continue.

- Choose 'Payment Plans' from the upper menu bar
- Select 'Change' and choose the new payment method
- Select 'Confirm'

All future installments will process through the new selected payment

### Pay online using:

- Electronic Checking/Savings (ACH)
- Debit/Credit Card (VISA, MasterCard & Discover Accepted)

## Manage Your Account Settings

### Text Message Alerts/Alternate Email Address

- Choose 'Personal Profile' from the right-hand menu
- Add Secondary Email Address to receive emails to an alternate address.
- Select Yes to opt into receiving text messages.  
Enter your Mobile phone# and select your carrier.
- Save Changes

### Account Summary/E Bills

- Choose 'My Account' from the upper menu bar  
Select 'Current Activity'  
Choose the term you would like to view
- Select 'Statements' from the upper menu bar  
Your most recent eBill will be viewable from this page
- An On-Demand Statement can be viewed by selecting the "View Statement" option in the blue box. This will provide details on your current balance.

You can also view eBills from the home page when logging in. This is what the Business Office would refer to as a 'Statement of Account'. These are only loaded monthly and do not automatically update based on changes in your account.

### Authorized Users

- Choose 'Authorized Users' from the right-hand menu
- Add Authorized User  
Enter your authorized users email address  
Choose the options for this user  
Select 'Continue' and make sure to check the 'I Agree' box after reviewing your FERPA agreement  
Select 'Continue' one more time

Only the student can manage their authorized users and should check them regularly to ensure accuracy.

### Set up Direct Deposit Refunds

- Sign on to Mustang Express, under STUDENT menu, choose Student Home & Self Service, click Pay Now! Under the Student Account and Payment Information menu
- Choose 'Electronic Refunds' from the right-hand menu
- Set-Up Two-Step Verification or Enter Verification Code
- Select 'Set up Account'  
Enter your account information  
Select 'Save'

## Questions?

Let us know!



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The Business Office's official communication with all students is through the utilization of their Mustang Express e-mail account.  
A student can contact the Help Desk at (575) 574-4357 for information on email forwarding.