



How do I...?

Get set up for Text Alert



Why should I get signed up for Text Alerts?

- Text Alerts are a direct way to help you stay informed when Student Billing communications are sent.
- Only one phone number can be enrolled for Text Alerts. It is suggested enrolling the person making the payments for this feature.
- If a student enrolls in a payment plan directly through their RavenZone login, the student is the only one who will receive the TouchNet payment plan reminder emails. To make sure the Authorized User stays informed of the payment plan, we recommend enrolling the Authorized User's cell phone to receive the Text Alerts for payment plan reminders.
- This needs to be completed through the Student's RavenZone access.

Inside your **RavenZone** on the right-hand side Select "Personal Profile."

The screenshot shows the RavenZone student payment center interface. At the top, there is a navigation bar with links: My Account, Make Payment, Payment Plans, Deposits, Refunds, and Help. The main content area is divided into several sections:

- Announcement:** A welcome message from the Benedictine College Student Payment Center, stating that users can view account activity, make payments, and allow authorized users to access account information.
- Refund Setup:** A yellow banner with a bank icon and text: "To sign up for direct deposit of your refunds, complete your setup in the Refund Account Setup page."
- View Account:** A dropdown menu showing "Student Account: \$215.00" and a "View" button.
- Student Account Summary:** A table showing the current balance of \$215.00. Below the table are buttons for "View Activity", "Enroll in Payment Plan", and "Make Payment".
- Statements:** A section with an information icon and text: "Click the button to view your current account balance and details." A "View Real Time Statement" button is present. Below this, it shows "Your latest eBill Statement (1/12/22) Statement : \$190.00" with a "View Statements" button.
- My Profile Setup (Sidebar):** A vertical list of options: Authorized Users, Personal Profile (circled in red), Payment Profile, Security Settings, Consents and Agreements, and Electronic Refunds.
- Term Balances:** A table showing the balance for Spring 2022 as \$215.00.

BENEDICTINE
COLLEGE

Logged in

My Account Make Payment Payment Plans Deposits Refunds Help

My Profile

Personal Profile Payment Profile Security Settings

Student ID

Full name

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.

Mobile Number

Send me additional text message notifications about my account events (such as new bills or upcoming payments)

Edit

If you do not have a phone number assigned to the account, and are trying to add one, please click the Edit button at the bottom right corner and proceed to the next slide.

If you already have an assigned number, you will want to skip to slide **12.**



Two-Step Verification is a process that involves two authentication methods, performed one after the other, to verify that whoever is requesting the update is who they say they are. Meaning: you, the student, are using two verification methods to confirm you are the person who is actually attempting to update your information.



Once you click the “Edit” button, the words on the screen will change, and tell you that you need to sign up for **Two-Step Verification**, if you have not done so previously. You will want to click on the purple link labeled “**Security Settings**” in My Profile to get enrolled in Two-Step Verification.

BENEDICTINE COLLEGE Logged

My Account Make Payment Payment Plans Deposits Refunds Help

My Profile

Personal Profile Payment Profile **Security Settings**

Student ID

Full name

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.

Mobile Number Edit

You must enroll in Two-Step Verification to make changes to your User Profile. Please proceed to Security Settings in My Profile to enroll.

Send me additional text message notifications about my account events (such as new bills or upcoming payments)

After clicking on the “Security Settings” link you will be able to set up your Two-Step verification methods.

BENEDICTINE COLLEGE

My Account Make Payment Payment Plans Deposits Refunds Help

My Profile

Personal Profile Payment Profile **Security Settings**

Two-Step Verification Enrollment

Primary Method

Please select how you would like to receive a passcode.

- Text message to existing or new mobile number
- Email message to existing or new email address
- Google Authenticator (Download Google's Authenticator app from the App Store (IOS) or GooglePlay (Android))

Backup Method (optional)

Adding a backup method allows a passcode to be sent to an additional mobile number or email address.

Setup Method

You, the student, need to choose one of these three methods by which you want to receive passcodes to validate any changes you make.

Two-Step verification protects your information, you will be sent a passcode (using whatever method you set up here) that you must type in to complete the update.

Two-Step Verification Enrollment, Continued:

My Profile

Personal Profile Payment Profile **Security Settings**

Two-Step Verification Enrollment

Primary Method

Please select how you would like to receive a passcode.

Text message to existing or new mobile number

New mobile number

Email message to existing or new email address

Google Authenticator (Download Google's Authenticator app from the App Store (IOS) or GooglePlay (Android))

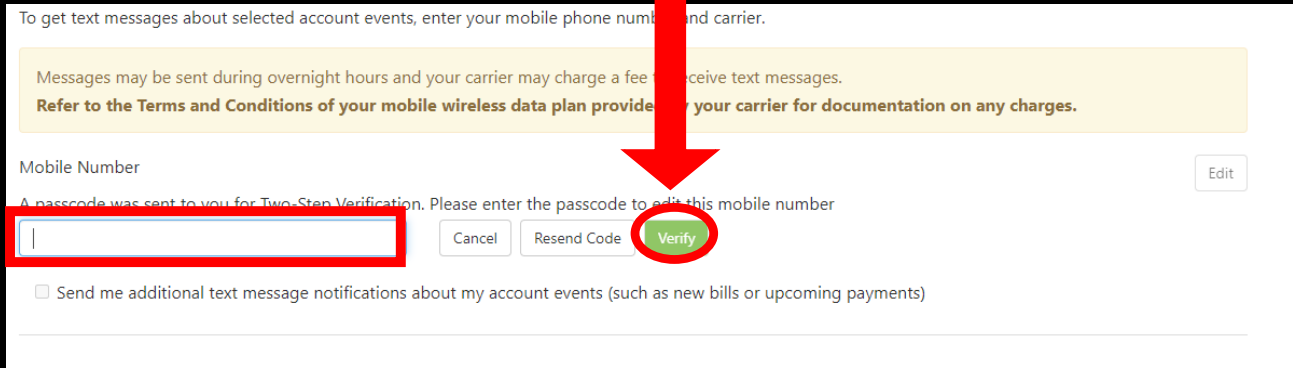
Backup Method (optional)

Adding a backup method allows a passcode to be sent to an additional mobile number or email address.

Add the student's cell phone number here, to receive the passcodes to validate any changes made. Then select "Send Code."

Finalizing Two-Step Verification Enrollment:

You will want to put the passcode that is sent to you in the passcode box, and then click on the green "Verify" on the right-hand side.



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.

Mobile Number Edit

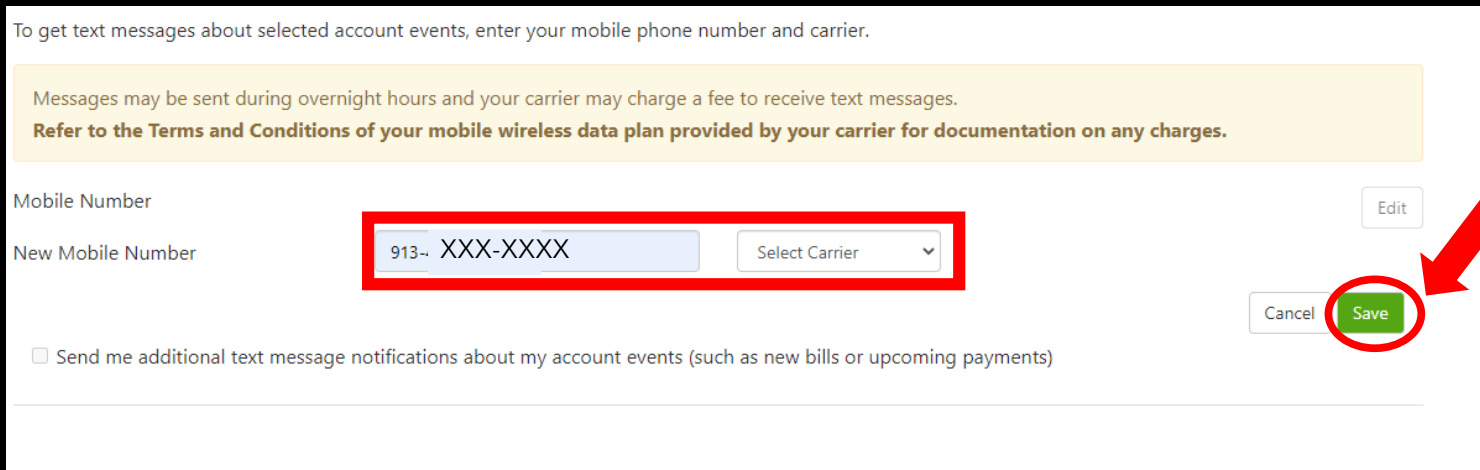
A passcode was sent to you for Two-Step Verification. Please enter the passcode to edit this mobile number

Cancel Resend Code Verify

Send me additional text message notifications about my account events (such as new bills or upcoming payments)

A red arrow points from the text above to the "Verify" button. A red box highlights the passcode input field.

The screen will change asking you to insert your phone number, Phone Carrier, and then click the green "Save" button on the bottom right corner.



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.

Mobile Number Edit

New Mobile Number

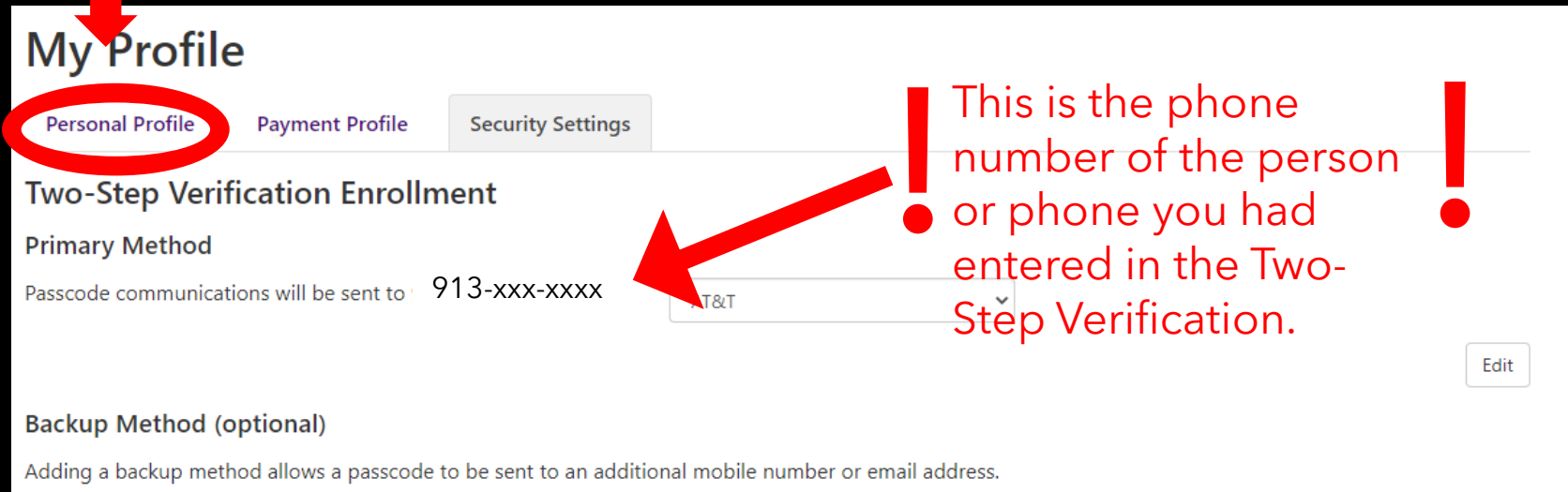
Cancel Save

Send me additional text message notifications about my account events (such as new bills or upcoming payments)

A red arrow points from the text above to the "Save" button. A red box highlights the "New Mobile Number" input fields.

Now that your Two-Step Verification is complete, you (The Student) are now able to go back and enroll a mobile number to receive Text Alerts when billing email notices and payment plan reminders are sent.

Click on the **"Personal Profile"** tab located in the top-left corner. This will bring you back to where you need to be in order to set up Text Message Notifications



The screenshot shows the 'My Profile' page with three tabs: 'Personal Profile' (circled in red), 'Payment Profile', and 'Security Settings'. Below the tabs is the 'Two-Step Verification Enrollment' section. Under 'Primary Method', it says 'Passcode communications will be sent to: 913-xxx-xxxx' followed by a dropdown menu showing 'AT&T'. A red arrow points from the explanatory text to this dropdown. Below this is the 'Backup Method (optional)' section with a note: 'Adding a backup method allows a passcode to be sent to an additional mobile number or email address.' An 'Edit' button is visible on the right side of the primary method section.

! This is the phone number of the person or phone you had entered in the Two-Step Verification. !

Enrolling a mobile number to receive Text Alerts, continued.

You will want to make sure you are on the "Personal Profile" page.

1. Click on the edit button on the bottom right-

2. The words on the screen will change asking for you (the Student) to enter a Cell phone number and carrier of the number you want to receive Text Alerts.

3. Click the green "Save" button in the bottom right corner.

4. Click on the "send me additional Text Message" button.

My Profile

Personal Profile Payment Profile Security Settings

Student ID

Full name

If you choose to enter a secondary email address (in addition to your school-assigned address), emails generated by this system will be sent to both addresses.

Secondary email address:

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. 1

Mobile Number

Send me additional text message notifications about my account events (such as new bills or upcoming payments)

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.

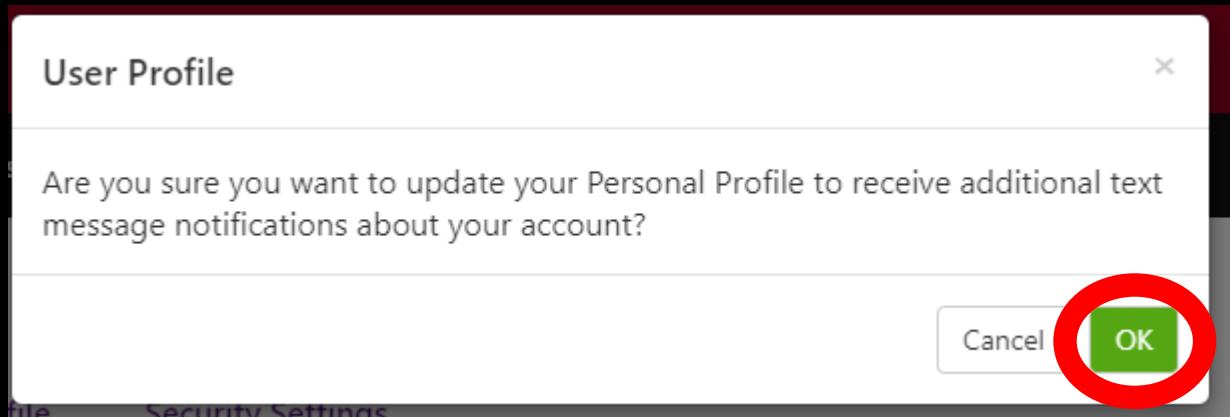
Mobile Number

New Mobile Number 2

3

4 Send me additional text message notifications about my account events (such as new bills or upcoming payments)

Enrolling a mobile number to receive Text Alerts, continued.



This box will populate making sure that you are wanting to update your Personal Profile. You will want to click the green "OK" Button.

Changing the mobile number receiving Text Alerts:

BENEDICTINE COLLEGE Log

My Account Make Payment Payment Plans Deposits Refunds Help

My Profile

Personal Profile Payment Profile Security Settings

Student ID
Full name

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.

Mobile Number 913-426 XXXX AT&T **Remove** Edit

Send me additional text message notifications about my account events (such as new bills or upcoming payments)

If you already have a phone number associated with the account and are wanting to change it, you will want to click on the "Remove" button

A Passcode will be sent to the student's phone number saved in the Two Step Authentication process, and the student needs to enter that passcode in the Verify passcode box, and then select the green Verify button.

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.

Mobile Number AT&T **Remove** **Edit**

A passcode was sent to you for Two-Step Verification. Please enter the passcode to remove this mobile number

XXXXXXXXXXXX **Cancel** Resend Code **Verify**

Send me additional text message notifications about my account events (such as new bills or upcoming payments)

User Profile

Are you sure you want to remove mobile number?

Cancel **OK**

This populates asking if you are sure if you remove the mobile number. An automated text message is sent to the cell phone number being removed, alerting them of this change as well.

After you remove the cell phone number, if you want to add a new cell number to receive text messages, you will want to make sure you are on the "Personal Profile" Page.

My Profile

Personal Profile | Payment Profile | Security Settings

Student ID

Full name

If you choose to enter a secondary email address (in addition to your school-assigned address), emails generated by this system will be sent to both addresses.

Secondary email address:

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.

Mobile Number

Send me additional text message notifications about my account events (such as new bills or upcoming payments)

1. Click on the edit button on the bottom right-hand side.

2. The words on the screen will change asking for you (the Student) to enter a Cell phone number and carrier of the number you want to receive Text Alerts.

3. Click on the "send me additional Text Message" button.

4. Click the green "Save" button in the bottom right corner.

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.

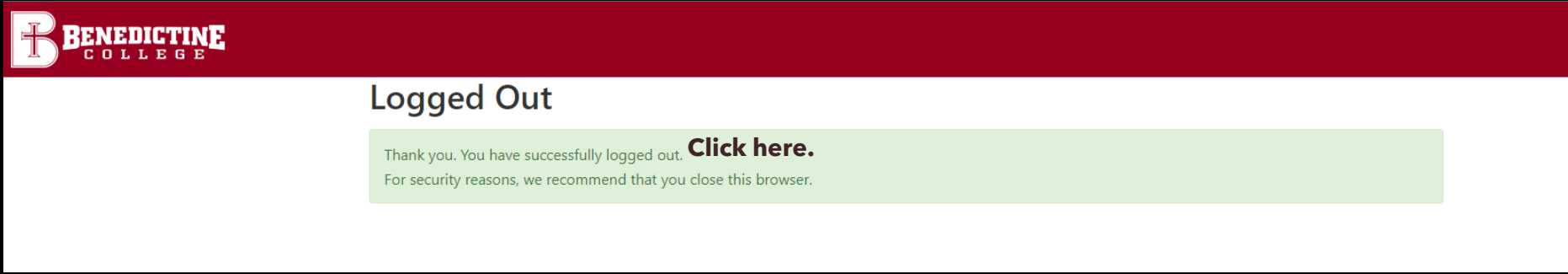
Mobile Number

New Mobile Number

Send me additional text message notifications about my account events (such as new bills or upcoming payments)

! IMPORTANT RAVENZONE SECURITY TIP !

Do make sure that once you are finished with everything that you click "Logout" in the upper right-hand corner and close the browser completely to ensure that you have logged out of everything for security reasons.



When logging out of TouchNet, this screen pops up. Students must select the "click here" in bold to close out of TouchNet, which sends them back to their RavenZone account. Students must then select "Sign Out" (located in the dropdown under the student's name in the upper right corner) to fully log out of RavenZone.

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