In addition to your Marketplace production account, Mason provides a TouchNet Test account. The access guidelines below are recommended for both. The Test login link is located at the end of this document.

**TouchNet Login (Production)**

A common issue for TouchNet users is difficulty logging into the platform. Users will often see one of the following error messages when they try to log into TouchNet.

*The credentials you provided cannot be determined to be authentic.*
*There was an error while trying to verify your login information.*
*Invalid credentials.*

These are **generic** errors that mean **something is wrong with how you are logging in**.

That may be one or more of the following:

- You are copying and pasting your login name or password and have copied an extra space.
- You let your browser save your password and now can't log in with an updated password.
- You are entering your login and password while the error message is still displayed – you must select the login link again to clear the error and before entering username and password again.
- You forgot to add c20788. to your username (using only your Mason ID instead of c20788.dgroat2)
- Your password has expired (they need to change every 90 days)
- You are locked out from too many failed attempts (6) - send an email to commerce@gmu.edu and request your password be reset after trying the other options.
- Your connection timed out (15 minutes) and you are trying to log back in in the same browser tab (you must close the old tab and select a new one with the correct link)
- You are not using the correct link to login
Go to https://fiscal.gmu.edu/mason-marketplace/, select the Sign in Systems tab and scroll down the options to Mason Marketplace (TouchNet)

Below are some best practices when logging into TouchNet:

- **Do not allow a web browser to save your TouchNet password.** If you do, you will not be able to reset your TouchNet password when it expires in 90 days.
- Always login at https://secure.touchnet.com/ucommercecentral/. See screen shot above. Don't copy and paste your login or password - type them each out in the login screen. It's very easy to copy an extra space and this can cause your login to fail.
- Note that there is a period between c20788 and your Mason ID.
- If you created a shortcut or bookmark for the TouchNet login page, make sure the bookmark link is https://secure.touchnet.com/ucommercecentral/, NOT the long link created by the system.
- When all else fails, clear your browser cache and try again or try a different browser (an incorrect login may be cached in your browser).

If you’ve followed the suggestions and tips above and still can't log in, send an email to commerce@gmu.edu.
TouchNet Login

TouchNet Login Test

You can identify your TouchNet Test account by the yellow “TEST” text on the login page.

Go to https://fiscal.gmu.edu/mason-marketplace/ and select the Test System Mason Marketplace (TouchNet) link listed under Resources

- If you created a shortcut or bookmark for the TouchNet Test login page, make sure the bookmark link is https://test.secure.touchnet.net:8443/centraltest, NOT the long link created by the system.