TouchNet Login

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 fast@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
TouchNet Login

Go to https://fiscal.gmu.edu/mason-marketplace/, select Marketplace (Touchnet) Production Login button.

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 fast@gmu.edu.
**TouchNet Login**

**TouchNet Login Test**

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

![Login Page](image)

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

*Mason Marketplace* is the eCommerce solution for the Mason community. Powered by Touchnet Marketplace Suite, the Mason Marketplace makes it easy for departments and campus organizations to create, manage and operate online storefronts, registration sites and secure payment portals with minimal training and seamless financial integration.

**Getting Started**

All Mason units must obtain approval from Fiscal Services prior to accepting credit card payments. The TouchNet Mason Marketplace is the university's designated online payment portal for card acceptance. Marketplace sites are intended for use by the customer only. Due to Payment Card Industry Data Security Standards (PCI DSS) Mason staff are prohibited from entering customer cardholder data for the customer. If your department is in need of in-person (point of sale) payment card processing please contact Internal Controls.

Fiscal Services will work through eCommerce requests based on the date received. Once reviewed, Fiscal Services will respond with the appropriate training and development tools to create your uStore or uPay site.

*The Marketplace Application* should be used by departments who have an existing eCommerce presence or would like to establish an eCommerce presence and is available on the Mason Unit/Department link to the right.

*The Program, Event or Camp (PEC) Survey* should be used by organizations who need eCommerce for an event, a camp or for a one-time or annual program and is available on the Program, Event or Camp link to the right. Completing the PEC Survey alerts Events Management, Fiscal Services, Human Resources, Parking and other campus units that resources may be required for your event. This is especially important for PECs that involve minors (anyone under 18 years of age). We are happy to help you establish your event in

**Resources**

- TouchNet TEST Login Link
- TouchNet Login Tips
- Marketplace Refund Procedures
- Marketplace Refund Request Form
- Point of Sale Loan Program
- Point of Sale Support Center

- 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](https://test.secure.touchnet.net:8443/centraltest), NOT the long link created by the system.