

Touchnet FAQ log on and password information

LOGGING ON to the Touchnet Marketplace system

I cannot log on to Touchnet, but I'm sure my password is correct. What do I do?

1) Delete the cookies and browsing history – and make sure you are using the correct url:

Touchnet PROD <https://secure.touchnet.net/central/>

Touchnet TEST <https://test.secure.touchnet.net:8443/centraltest>

2) If this does not correct the problem send email to Touchnet@auburn.edu. The Outlook mailbox for Touchnet@auburn.edu is monitored by ISS and Cash Management.

How often do I have to change my Touchnet password? Every 90 days.

When I change my Touchnet password in PROD, will the password in TEST be automatically be changed? NO. These passwords are independent of each other and must be set separately. They are not sync'd.

Is the password different from AU ACCESS? Yes.

Can these Touchnet passwords be sync'd to my AUACCESS?

No, they are hosted on different servers and cannot be sync'd.

I reset my password, but now I cannot log on. What do I do? Contact an administrator at Touchnet@auburn.edu. In your email message, please tell us the circumstances and what error message(s) you are seeing.

I forgot my password, but never received an email from Touchnet. What do I do?

Contact an administrator at Touchnet@auburn.edu. In your email message, please tell us the circumstances and what error message(s) you are seeing.