Announcing Enhanced Multi-Factor Authentication Coming December 16th!

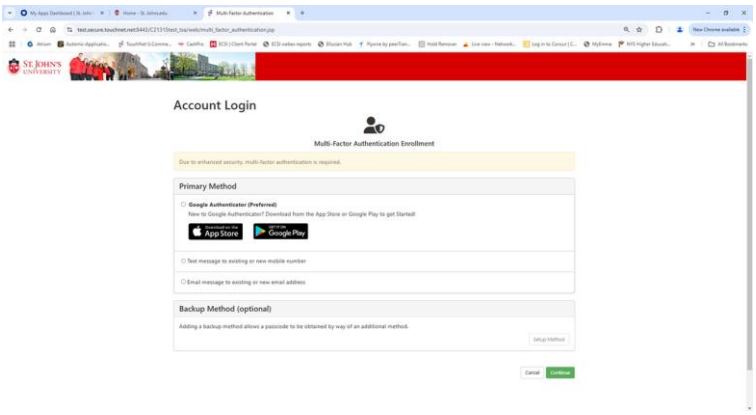
In ongoing efforts to combat fraud, maintain a high level of security, and keep your personal information secure, Multi-factor authentication (MFA) will be required for our Student Account Suite tuition payment system ***beginning Monday, December 16, 2024***. MFA is one of the most effective ways to ensure the person logging in to your student account is who they say they are. This will affect students and their Authorized Users who log into the Student Account Suite (Touchnet) payment portal to make payments or payment plans or view semester eBills. This change will be ***effective on Monday, December 16, 2024***.

Going forward from this date, students and their Authorized Users will be required to identify themselves with a password received via email, SMS, or through mobile app each time you pass through from UIS-Experience or log in as an Authorized User. If you do not have a security profile, you will be prompted to create a profile and enroll in MFA. Please review the steps below to ensure that on Monday, December 16, when these procedures go live, you will be familiar with the steps students and Authorized Users will need to take in order to complete the pass through to your Account Suite for payments, payment plans and eBills.

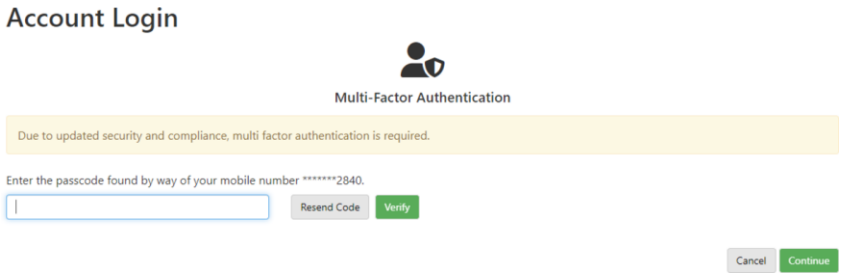
Authorized Users-Locked yourself out of Account Suite? Logging in incorrectly more than five times will put a 'time out" on your account and you may need to wait about 30 minutes before logging in again. Once that time has passed, you should be able to click on "Forgot Password" to reset your own password.

Questions? Contact Student Financial Services at studentfinancialserv@stjohns.edu or 718-990-2000 or the IT Help Desk at 718-990-5000.

Step One: Creating a Multi-Factor Authentication (MFA) profile to receive codes to login. Students and Authorized Users will see this screen in order to start the MFA profile set-up process.



Step Two: Enter the passcode and select verify



Step Three: When the passcode is verified, select continue to access the account