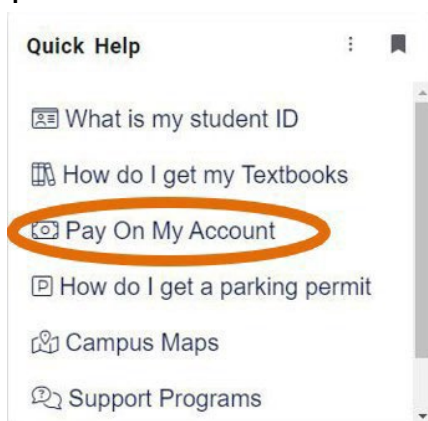


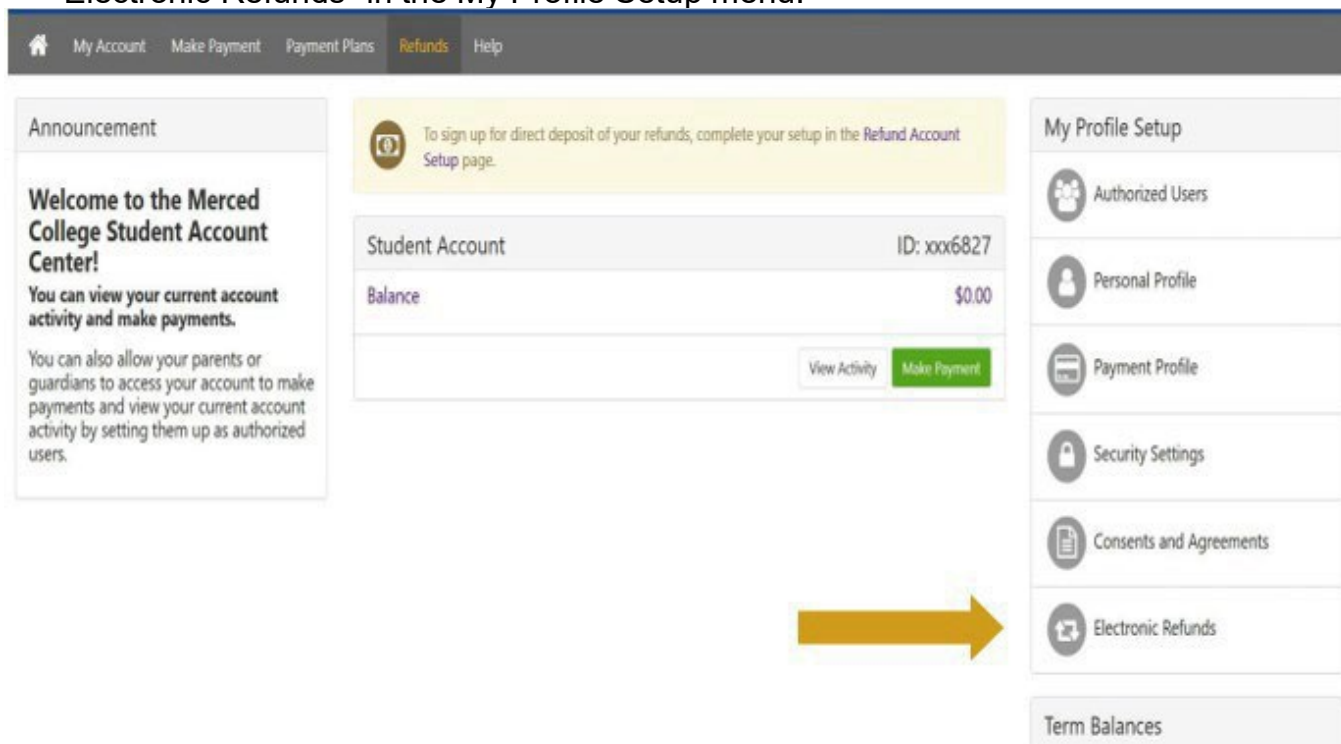
## How to Get a Refund on Your Tuition

Merced College will be processing student refunds electronically. In order to ensure that your refund is processed, please take the time to submit your refund request form and set up your electronic refund (eRefund) account by following the instructions below.

1. Submit a [Refund Request Form](#). The user name is your full school email. The password is the same as your portal password.
  - If you are having trouble logging into the above form, please email the Student Fees customer service email at [studentfees\\_custsvc@mccd.edu](mailto:studentfees_custsvc@mccd.edu) requesting a refund request form.
2. Login to the [MC Portal](#).
3. Once in the MC Portal, find the "Quick Help" card.
4. Select, "Pay on My Account".



5. You will be connected to the TouchNet Student Account Center. Click on "Electronic Refunds" in the My Profile Setup menu.

A screenshot of the TouchNet Student Account Center interface. The top navigation bar includes 'My Account', 'Make Payment', 'Payment Plans', 'Refunds', and 'Help'. The main content area is divided into three sections: 'Announcement' with a welcome message, 'Student Account' showing a balance of \$0.00 and buttons for 'View Activity' and 'Make Payment', and 'My Profile Setup' with a list of options: 'Authorized Users', 'Personal Profile', 'Payment Profile', 'Security Settings', 'Consents and Agreements', and 'Electronic Refunds'. A large orange arrow points from the 'Electronic Refunds' option to the right. Below the 'My Profile Setup' section is a 'Term Balances' section.

- Next, click on the “Complete Two-Step Verification” button. You will be given the option to receive your verification code via email or text. Once the code is received, enter it into the text box and click "Verify".

Refund Methods

**No Refund Method Selected.** Two-Step Verification required before making a selection. [Complete Two-Step Verification](#)

**Direct Deposit**  
Typically received in 1-2 business days  
Funds will be transferred to the personal checking or saving account of your choice.

A Direct Deposit account for refunds has not been set up.

[Set up a new account](#)

- Click "Set up a new account". Then enter your bank account information in the “Set Up Refund Account” screen, then click “Continue”.

### Set Up Refund Account

#### Account Information

\* Indicates required fields

You can use any personal checking or savings account. Do not enter other accounts, such as corporate account numbers, credit cards, home equity, or traveler's checks. Do not enter debit card numbers. Instead, enter the complete routing number and bank account number as found on a personal check.

\*Account type:

\*Routing number:   
(Example)

\*Bank account number:

\*Confirm account number:

#### Billing Information

\*Name on account:

\*Billing address:

Billing address line two:

\*City:

\*State:

\*Postal Code:

\*Save payment method as: (example My Checking)

- Review your account information and click “I agree”, then “Continue”.
- Once your eRefund account has been set up successfully, you will receive a confirmation message via email.