

ECU Cashier's Office Text Message Alerts

Students and Authorized Users can now sign up to receive text message alerts from the ECU Cashier's Office. General text message alerts are sent when a new bill is issued, a payment plan payment installment is due, or an automatic payment is soon to be withdrawn. Additional alerts will be sent around payment deadlines if a balance is still outstanding so you can take action before the deadline.

How to opt-in to receive Text Message Alerts:

Students can sign up through their Pirate Port account at <https://pirateport.ecu.edu>. Authorized users may also sign up for Text Message alerts by logging into https://epay-banner.ecu.edu/C20694_tsa/web/login.jsp. (Please note, parents/guardians must be set up as an authorized user prior to being able to opt in for text message alerts.)

1. **Students**, log in to your Pirate Port Account at <https://pirateport.ecu.edu>.
2. Click "Tuition Statements, 1098-T Statements & Payments" and a new window will pop up.
NOTE: Authorized users should skip steps 1-3 and log in directly at https://epay-banner.ecu.edu/C20694_tsa/web/login.jsp.
3. On the right-hand side under the My Profile Setup, select "Personal Profile". (Please note: You must enroll in Two-Step Verification to make changes to your User Profile).
4. Select the Edit button
5. Enter your mobile number
6. Select your mobile carrier using the drop-down box provided (If you do not see your mobile carrier, please contact the Cashier's Office by email at cashier@ecu.edu for further assistance.)
7. Save
8. For additional text message notifications such as new bills or upcoming payments, check the box under the word Mobile Number
Note: Standard text message rates and data charges may apply.

How to opt-out of receiving Text Message Alerts:

1. **Students**, log in to your Pirate Port Account at <https://pirateport.ecu.edu>.
2. Click "Tuition Statements, 1098-T Statements & Payments" and a new window will pop up.
NOTE: Authorized users should skip steps 1-3 and log in directly at https://epay-banner.ecu.edu/C20694_tsa/web/login.jsp.
3. On the right-hand side under the My Profile Setup, select "Personal Profile".
4. Select the Remove button to delete your mobile number.
5. Confirm removal of mobile number by selecting the OK button.

Adding Authorized Users in TouchNet:

1. **Students**, log in to your Pirate port Account at <https://pirateport.ecu.edu>.
2. Click "Tuition Statements, 1098-T Statements & Payments" and a new will pop up.
3. On the right-hand side under the My Profile Setup, select "Authorized Users".
4. Select the tab "Add Authorized User"
5. Enter an email address where your parent/guardian would prefer to receive communications and login information.

6. Select “Yes” or “No” to allow access to your billing statements, tax statements and your payment history. Once complete, click “continue”
7. Accept the “Agreement to Add Authorized User” and then click “Continue”
8. Your new authorized user will receive two emails from TouchNet. The first email will include the URL link to TouchNet and their username (which is their email address you entered). The second email will include the temporary password. Your parent/guardian will need to enter their name and create a permanent password the first time they login.

Mobile Phone Carriers List:

Below is a list of the common carriers that work with Text Message Notifications:

- Alltel
- AT&T
- Nextel
- Sprint PCS
- T-Mobile
- US Cellular
- Verizon PCS
- Virgin Mobile

If you do not see your specific carrier, please contact the Cashier’s Office directly at cashier@ecu.edu so our office can attempt to add your carrier.

Still need help? Please contact us:

If you have questions or need assistance with the text message alert process please contact the Cashier’s Office by phone at (252) 737-6886 or (888) 331-5328, by email at cashier@ecu.edu or visit us at G120 Old Cafeteria Complex on Main Campus.