



## Resetting the Password of a CashNet Tuition and Payment Account for Family Members

Brad Christ - 2023-03-03 - Comments (0) - CashNet

### Resetting the Password for a CashNet Tuition and Payment Account for Family Members

Friends and family can use the [CashNet](#) system for electronic checking or savings payments and credit card payments. Students **MUST** initiate the process of creating a CashNet account, which will provide a designated family member (or other authorized payees) copies of the student's account statements and the ability to make payments online.

If you are a family member of a student, please provide them with the link to this page and your email address so they can reset the password for you.

To set up a **CashNet Payer** account, follow these [instructions](#).

If an authorized Payer has forgotten their password or didn't complete their account setup within 24 hours of receiving the initial email, you will need to reset their password.

#### To manage a Payer Account:

Log in to [InsideSOU](#) (or use the direct links in this article)

1. Click on the **Pay My Bill or Enrollment Deposit** link located on the right-hand side of the screen.
2. Click on the **My Account** tab on the left-hand side of the screen.



3. Under the **Payers** section, click on the **pencil** next to the payer's name.



4. Click on **Resend payer invitation** to reset the password for the Payer. Your family member/authorized payee will receive an **email** that includes a temporary password. As before, they will have 24 hours to login and create a new password.



**If the Payer has changed their email or any such information,** you will need to remove the payer account and create a new account for them. There is no way to edit it. You can click [here](#) for instructions on how to create a new account for a payer.