

Login Information

TouchNet **TEST** Environment

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

TouchNet **PRODUCTION** Environment

<https://secure.touchnet.net:443/central>

TouchNet is a secure Payment Gateway and logging in can easily become a problem due to the use of bookmarks, cached links and/or cookies.

Please remember:

- Do not use bookmarks, cached links and/or cookies.
- Your user name always begins with **C20832**.
- Make sure you are using the URL from the correct environment above
- An "Invalid Credentials" error message is almost always a problem with the link you are using rather than username and password.
- You will be locked out of your account after 5 consecutive failed attempts. You will not be notified of being locked out, you will receive an "Invalid Credentials" error message.

If you experience login problems:

- Type the URL into the address bar of a [private window](#) or a browser you have never used with TouchNet before. If this is successful, it means the link you were using was the problem. You can remedy this by clearing cache and cookies.
- Attempt password change

If you do not have TouchNet login credentials or have been locked out of your account, please contact: otm_ecommerce@harvard.edu.