How to reset a Parent User (Payer) password

There are two methods to reset a Parent User’s (or any Payer a student has set up) password. Click here for Method 2: Parent User resets own password using “Forgot Password”

Method 1: Student resets Parent User’s password

**STEP 1**
Student logs on to their MyBARC Account at [https://mybarc.ucsb.edu/SIWeb/login.jsp](https://mybarc.ucsb.edu/SIWeb/login.jsp) using their UCSBNetID and Password:

![MyBARC Account Login](image)

**STEP 2**
Select Gaucho E-Bill:

![Gaucho E-Bill](image)

*Continue on next page...*
STEP 3
Go to the “My Account” - “Payers” section and click on the edit (pencil) icon next to the user’s name:

STEP 4
In the “Payer information” section, select the “Resend payer invitation” button (notice the text underneath that states, “This will also reset the payer’s password”):
A “Sent” confirmation message will appear briefly. Within a few minutes the Parent User will be sent a welcome email containing a temporary password.

**STEP 5**
The Parent User will receive a password reset email such as this example:

```
Your password has been reset

cainfo@cash.ucsb.edu

A new password was recently requested for your account at University of California, Santa Barbara

Your new login information is:
Parent User: cainfo@cash.ucsb.edu
Password: P2rbNyr62

When you login you will be prompted to change your password. We encourage you to immediately change it to something you will remember.

To access the account, please click the link below.
https://commerce.cashnet.com/ucsbpay

(If clicking the link does not work, please copy and paste the information into your browser.)
```

To log in, the Parent User can click the link [https://commerce.cashnet.com/ucsbpay](https://commerce.cashnet.com/ucsbpay) or can go to the same log-in screen at [https://mybarc.ucsb.edu/SIWeb/login.jsp](https://mybarc.ucsb.edu/SIWeb/login.jsp) and click the link on the right side of the page to log in:

```
Continue on next page...
```
The Parent User enters their User Name (which may be their email address) and the Temporary Password at the login screen:

They will be immediately asked to change that temporary password:

Continue on next page...
Method 2: Parent User resets own password using “Forgot Password”

**STEP 1**
The Parent User can click the link [https://commerce.cashnet.com/ucsbpay](https://commerce.cashnet.com/ucsbpay) or can go to the log-in screen at [https://mybarc.ucsb.edu/SIWeb/login.jsp](https://mybarc.ucsb.edu/SIWeb/login.jsp) and click the link on the right side of the page to get to the log-in screen:

![Login Screen](image1.png)

**STEP 2**
Click the “Forgot Password” link

![Login Screen](image2.png)

Continue on next page...
STEP 3
Enter your Parent User ID and your email address. Note: This will be the same information in both fields, if your Parent User ID is your email address. Click “Continue” to proceed.

STEP 4
Enter the answer to the secret question you created when you set up your account, and click “Submit” to proceed.

A confirmation screen will appear, and an email will be sent to your address. Click “OK” to return to the login screen. Use the temporary password from the email to login.

Please follow the instructions to reset your password.