

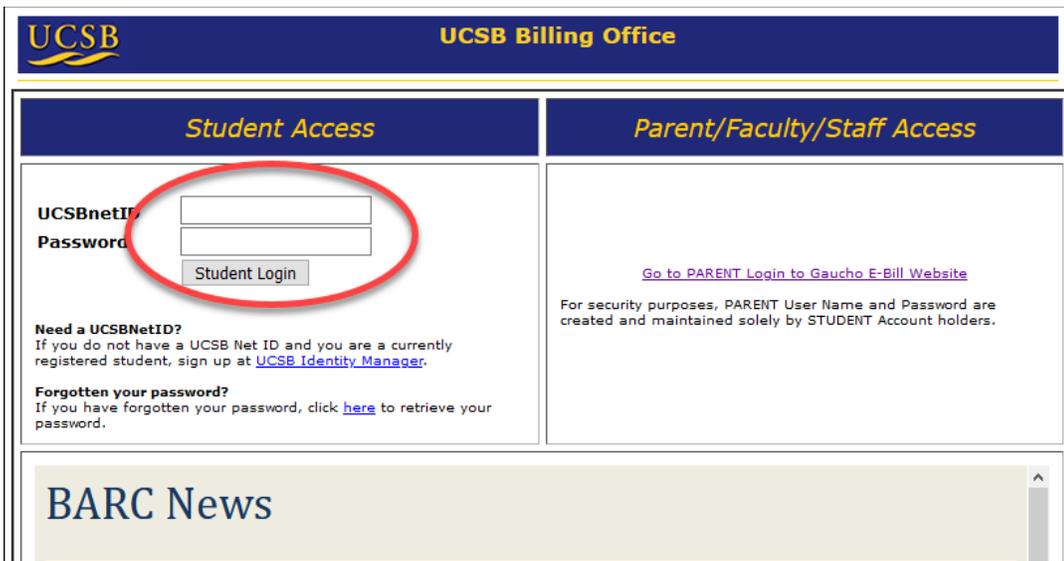
# How to reset a Parent User (Payer) password

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> using their UCSBNetID and Password:



UCSB UCSB Billing Office

**Student Access** **Parent/Faculty/Staff Access**

UCSBnetID:   
Password:

**Need a UCSBNetID?**  
If you do not have a UCSB Net ID and you are a currently registered student, sign up at [UCSB Identity Manager](#).

**Forgotten your password?**  
If you have forgotten your password, click [here](#) to retrieve your password.

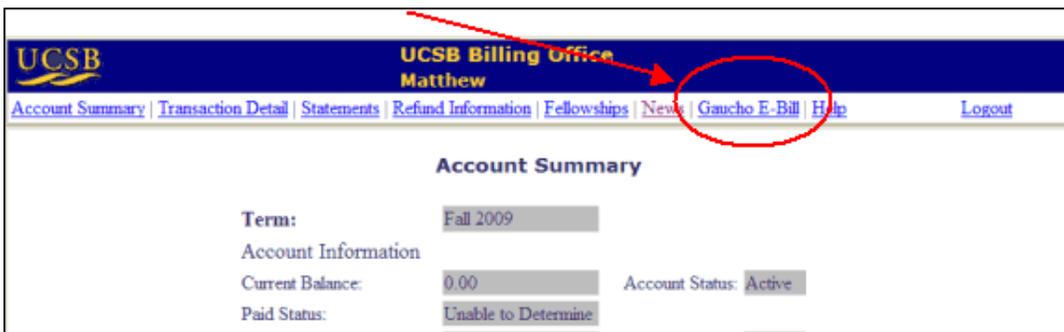
[Go to PARENT Login to Gaucho E-Bill Website](#)

For security purposes, PARENT User Name and Password are created and maintained solely by STUDENT Account holders.

BARC News

### STEP 2

Select Gaucho E-Bill:



UCSB UCSB Billing Office  
Matthew

[Account Summary](#) | [Transaction Detail](#) | [Statements](#) | [Refund Information](#) | [Fellowships](#) | [News](#) | [Gaucho E-Bill](#) | [Help](#) | [Logout](#)

**Account Summary**

Term:

Account Information

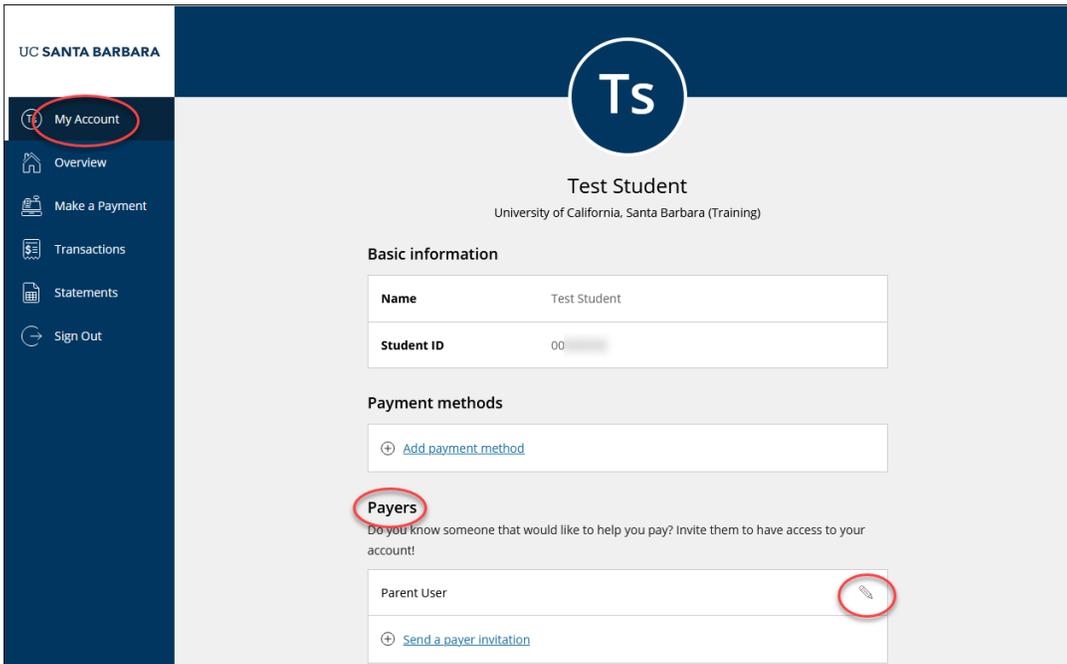
Current Balance:  Account Status:

Paid Status:

Continue on next page...

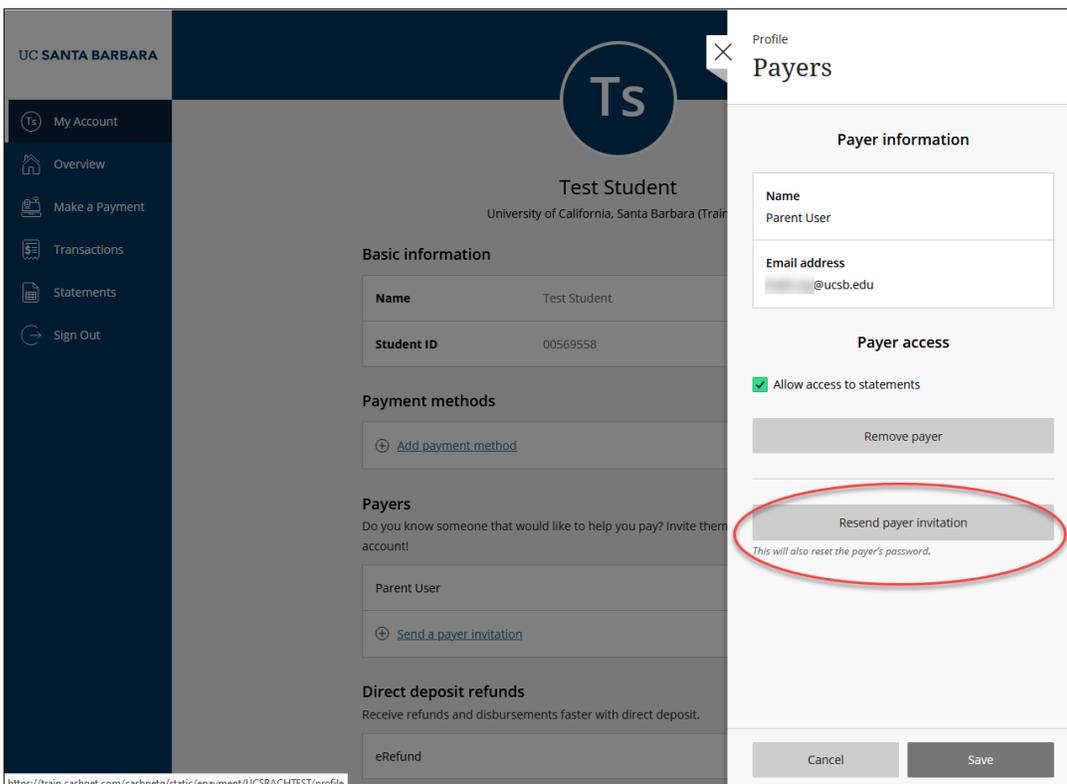
### STEP 3

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



### STEP 4

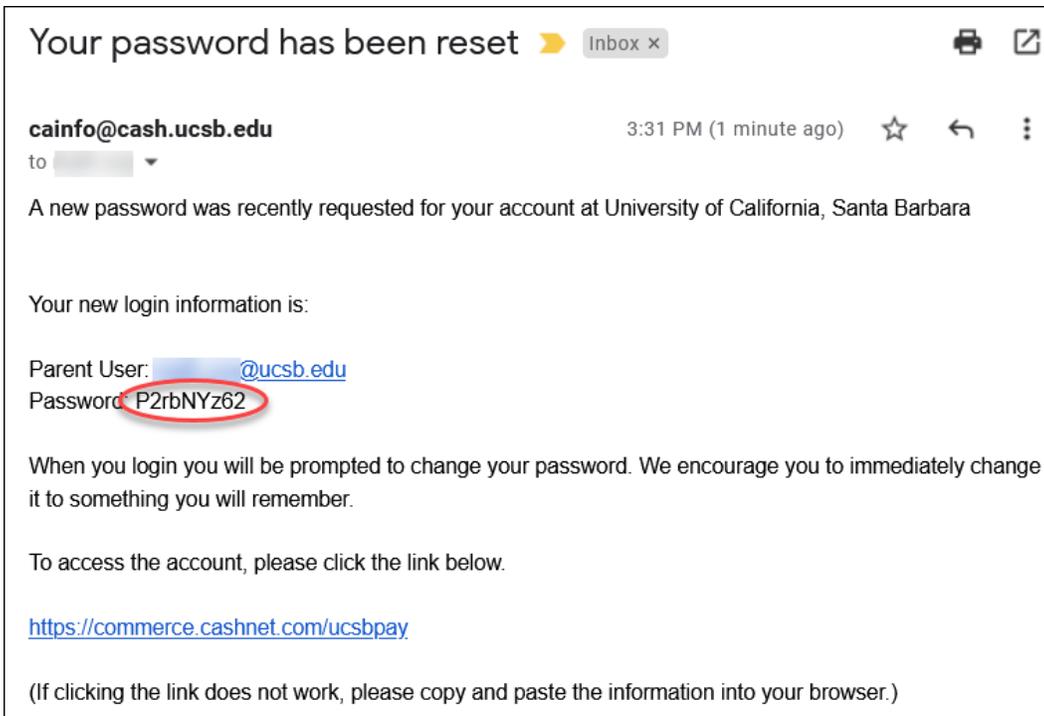
In the “Payer information” section, select the “Resend payer invitation” button (notice the text underneath that states, “This will also reset the payer’s password”):



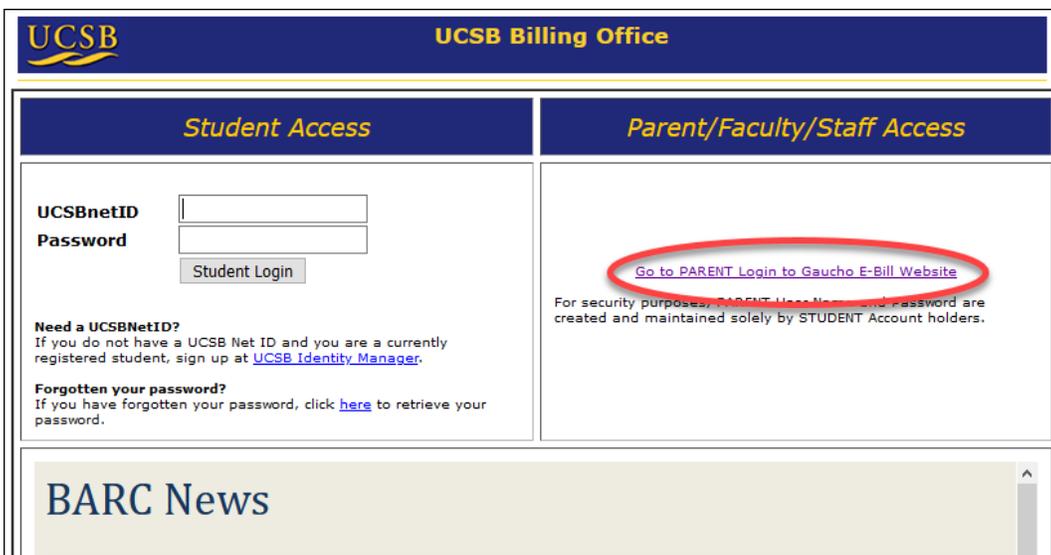
A "Sent" confirmation message will appear briefly. Within a few minutes the Parent User will be sent a welcome email containing a temporary password.

## STEP 5

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



To log in, the Parent User can click the link <https://commerce.cashnet.com/ucsbpay> or can go to the same log-in screen at <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:

UC SANTA BARBARA

UCSB Billing Office - Gaucho E-Bill\_

---

Parent User  [Forgot Password](#)

Password

---

Billing Cashier Hotline - 805-893-2177  
Billing Cashier  
University of California, Santa Barbara  
1212 SAASB  
Santa Barbara, CA 93106-2003

[Use of Personal Information](#) (webce-000H)

They will be immediately asked to change that temporary password:

UC SANTA BARBARA

UCSB Billing Office - Gaucho E-Bill\_

Test Student

---

**Change Password**

To protect the privacy of your account, please enter a new password at this time.

Old Password  \*

Enter New Password  \*

Confirm Password  \*

Password must have:

- At least 7 characters.
- 4 letter(s).
- 2 non-letter(s).

---

Billing Cashier Hotline - 805-893-2177  
Billing Cashier  
University of California, Santa Barbara  
1212 SAASB  
Santa Barbara, CA 93106-2003

[Use of Personal Information](#) (webce-000H)

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> or can go to the log-in screen at <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:

**UCSB** UCSB Billing Office

**Student Access**

UCSBnetID   
Password

**Need a UCSBnetID?**  
If you do not have a UCSB Net ID and you are a currently registered student, sign up at [UCSB Identity Manager](#).

**Forgotten your password?**  
If you have forgotten your password, click [here](#) to retrieve your password.

**Parent/Faculty/Staff Access**

[Go to PARENT Login to Gaucho E-Bill Website](#)

For security purposes, PARENT User Names and Password are created and maintained solely by STUDENT Account holders.

BARC News

### STEP 2

Click the "Forgot Password" link

**UC SANTA BARBARA** UCSB Billing Office - Gaucho E-Bill

Parent User   
Password

[Forgot Password](#)

Billing Cashier Hotline - 805-893-2177  
Billing Cashier  
University of California, Santa Barbara  
1212 SAASB  
Santa Barbara, CA 93106-2003

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.

## UC SANTA BARBARA

UCSB Billing Office - Gaucho E-Bill

**Recover your password here**

This process is meant for the security of your account. Please answer a few questions to recover your password.

Enter Your Parent User

Enter Your Email Address

**Continue** **Cancel**

Billing Cashier Hotline - 805-893-2177  
Billing Cashier  
University of California, Santa Barbara  
1212 SAASB  
Santa Barbara, CA 93106-2003

### STEP 4

Enter the answer to the secret question you created when you set up your account, and click "Submit" to proceed.

## UC SANTA BARBARA

UCSB Billing Office - Gaucho E-Bill

Test Student

**Recover your password here**

This process is meant for the security of your account. Answer the hint question.

Your Question: In what city were you born?

Enter the answer:

**Submit** **Cancel**

Billing Cashier Hotline - 805-893-2177  
Billing Cashier  
University of California, Santa Barbara  
1212 SAASB  
Santa Barbara, CA 93106-2003

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.

**cainfo@cash.ucsb.edu** 3:52 PM (2 minutes ago) ☆ ↶ ⋮

to matt.coy ▾

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

Your new login information is:

Parent User: @ucsb.edu

Password:

Please follow the instructions to reset your password.