

Proxy (Parent/Legal Guardian) Portal Instruction Guide





BEFORE YOU CAN CREATE PROXY ACCOUNT



- **STUDENT MUST COMPLETE THE PROXY MANAGEMENT SETUP BEFORE PROXY (PARENT) CAN CONTINUE**
- **MUST CLOSE THE STUDENT BROWSER TO BEGIN PARENT SEGMENT**

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Proxy: Confirmation to Activate Account

Proxy (Parent/Legal Guardian) must access their own email to activate authorization given by the student.

Proxy (Parent/Legal Guardian) will receive **3** emails on becoming a Proxy.

Added proxy will receive an email with a URL hyperlink in an email titled: **Updated proxy relationship**

Updated proxy relationship

To: Jane Smith (jane.smith@testsample.com)

Test Student0015 has added jane.smith@testsample.com as a Parent or Legal Guardian Proxy in Slippery Rock University's Student Information System.

The Slippery Rock University Proxy Access pages are available using your Slippery Rock University Parent Portal login at the following URL:

<https://sistest.sru.edu/StudentSelfService/login/auth>

Once you have established your credentials and confirmed that your profile data is up to date. The next step is for Test Student0015 to authorize pages for your use. Contact Test Student0015 at teststudent0015@sru.edu if you have any questions/ concerns about your current authorizations.

If you feel you have received this message in error, please forward to teststudent0015@sru.edu and delete this email from your system.

- Bookmark the URL provided for future use.

Proxy: Confirmation to Activate Account

- Proxy will receive an email with a temporary password in the email titled: **New proxy confirmation**

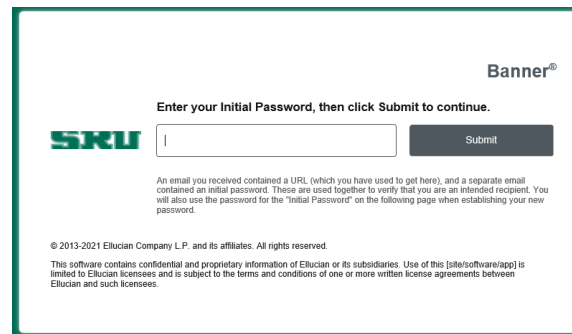
New proxy confirmation

To: Jane Smith (janesmith@testsample.com)

You should have already received an email with the proxy access URL. The initial password to log in is **R1Y2LI14**. The first time you connect to the web site you will be asked to establish a permanent password for subsequent logins. Password must be numeric with 8 to 15 digits. We also ask that you fill in your profile information completely and confirm that it is up to date.

Temporary Password

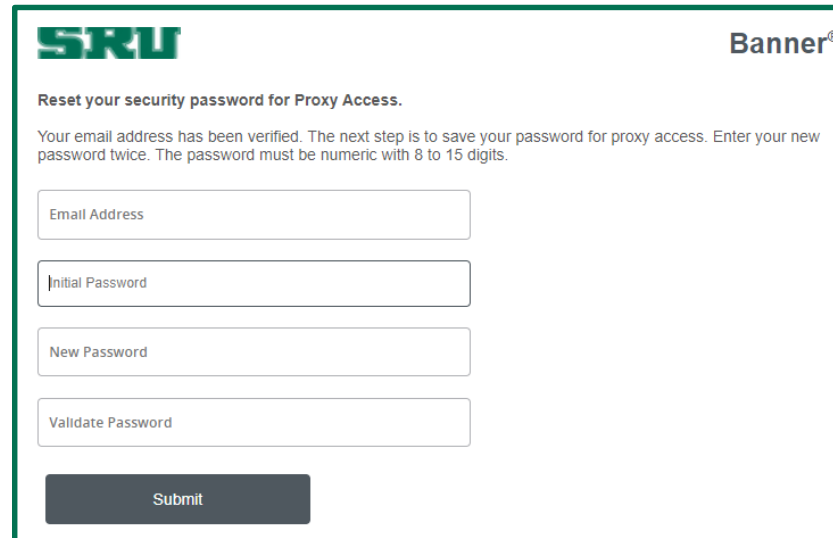
- Proxy will click on link received in the email titled: **New proxy identity**
- Enter Temporary Password
- Click Submit



The screenshot shows a web form titled "Banner®" with the instruction "Enter your Initial Password, then click Submit to continue." There is a text input field with a cursor, a "Submit" button, and a "SRU" logo. Below the form, there is a small disclaimer: "An email you received contained a URL (which you have used to get here), and a separate email contained an initial password. These are used together to verify that you are an intended recipient. You will also use the password for the 'Initial Password' on the following page when establishing your new password." At the bottom, there is a copyright notice: "© 2013-2021 Elucian Company L.P. and its affiliates. All rights reserved. This software contains confidential and proprietary information of Elucian or its subsidiaries. Use of this [site/software/app] is limited to Elucian licensees and is subject to the terms and conditions of one or more written license agreements between Elucian and such licensees."

Proxy: Password

- Authorized proxy must reset the Password by entering their email address, temporary password used to log-in, and create a new password.
- The use of the password is to view the Student Account information online. If the Proxy wishes to verbally discuss information, they will require a Passphrase (pg. 8)
- **Password must be numeric only and 8-15 digits long**



The image shows a web form for resetting a password. At the top left is the SRU logo, and at the top right is the Banner logo. The form title is "Reset your security password for Proxy Access." Below the title is a message: "Your email address has been verified. The next step is to save your password for proxy access. Enter your new password twice. The password must be numeric with 8 to 15 digits." There are four input fields: "Email Address", "Initial Password", "New Password", and "Validate Password". At the bottom is a "Submit" button.

SRU Banner®

Reset your security password for Proxy Access.

Your email address has been verified. The next step is to save your password for proxy access. Enter your new password twice. The password must be numeric with 8 to 15 digits.

Email Address

Initial Password

New Password

Validate Password

Submit

Proxy: Creating Profile

Proxy will complete all the required information and click Submit

Personal Details * - indicates a required field.

Salutation Salutation	First Name* First Name	Middle Name Middle Name
Last Name* Last Name	Name Suffix Name Suffix	Nickname Nickname

Contact * - indicates a required field.

Home E-Mail Address* 	Phone Area Code Phone Area Code	Phone Number Phone Number
Phone Extension Phone Extension		

Address * - indicates a required field.

Mailing Address Line 1* Mailing Address Line 1	Mailing Address Line 2 Mailing Address Line 2	Mailing Address Line 3 Mailing Address Line 3
City* City	State State	Zip Code* Zip Code
Nation* Nation		

Proxy: Accessing Authorized Pages

Proxy will be able to select from the drop down menu what they wish to view based on the authorization of information set by Student

Proxy Personal Information
View/Update Proxy Personal Information.

I am a proxy for Test Student0019

- Select to view
- Account Summary**
- Award Package
- Award History
- Student Detail Schedule
- Week at Glance

If Proxy needs to update personal or contact information, click here. Make necessary updates. Click Submit.

Proxy: Passphrase

- The Passphrase is used when a Proxy (Parent/ Legal Guardian) wants to call and discuss information with the following offices: Academic Records & Registration Office, Student Accounts and/or Financial Aid.
- This **does not** include permission to discuss information with faculty.
- The student must assign a Passphrase to the Proxy under Proxy Management. The student can provide Proxy's the Passphrase verbally or through an automated email titled: **Send updated proxy passphrase**. Sample Below:

Send updated proxy passphrase

To: Emily Shaffer (janesmith@testsample.com)

Jane Smith has established the following passphrase for you to use when you are corresponding with Slippery Rock University:

PASSPHRASE TEST

The Slippery Rock University Proxy Access pages are available using the Slippery Rock University Proxy Web login at the following URL:

<https://sistest.sru.edu/StudentSelfService/login/auth>

If you feel you have received this message in error, please forward to janesmith@testsample.com

Proxy Portal Login Access

Now that you have set up your account to access the Student's information, a Proxy login page has been created for easy access as follows.

<http://www.sru.edu> and scroll to the bottom of the page and click on Family Link

OR

<http://www.sru.edu/family/parent-portal>

Click on **Parent Portal** on the left-hand side of the page

Navigate to **Access Parent Portal** at the bottom of the page and click on the "click here" link for login screen.

If you experience any problems, please contact the IATS Help Desk

Location: 104 Maltby Center

Hours: Monday – Friday 8:00 a.m. – 4:30 p.m.

Phone: 724.738.4357 (HELP) or campus extension x4357

Email: helpdesk@sru.edu

FAQ

1. What is Self-Service Banner?

Self-Service Banner is the self-service (Web-based) product used by students, faculty, staff and advisors. A secure web product, Self-Service Banner retrieves and records data directly to and from the Banner database, based upon the user's role in Banner. All information is live and in real time. Self-Service Banner provides information in an easy-to-read format that is available from any computer connected to the Internet.

2. Which browser do I use?

If you run on Windows (PC) use Internet Explorer, Firefox, or Chrome. If you run on Mac use Firefox or Safari.

3. As a student, how do I access Student Self-Service Banner?

Click the MySRU Icon located in the top right hand corner of Slippery Rock University's homepage.

Policy prohibits access to the system by anyone other than the authorized user.

4. Is there a time limit on Student Self-Service Banner (SSB)?

Yes. Self-Service Banner (SSB) will timeout after 60 minutes.

6. If my student status is "inactive," will the proxy (parent) have access to student records in the Parent Portal?

No, once the student is coded as "inactive," access to all student information is deactivated.

7. As a student, can I change the Stop date of the proxy?

Yes. If the end date is updated, it will be an overnight process.

FAQ

8. As a parent, how do I change my PIN/password?

Located on the Parent Profile page, there is an icon to change your PIN.

9. As a proxy, what if I do not receive my email to activate my account?

Contact the student assigning you as proxy. The student will need to access their Communication tab within the proxy management and resend the email to your email account.

10. As a proxy, how much time do I have to set up my account once I receive my “New Proxy Identity” email?

The encrypted link in the email you receive has a limited timeframe. If you wait too long, the student must resend the email labeled “New Proxy Identity”. The student can locate the email under the Communication tab in the proxy management.

11. As a proxy, where do I locate the link to login to view my students’ information once I have set up my account?

<http://www.sru.edu> and click on the **Family** link at the bottom of the page

OR

<http://www.sru.edu/family/parent-portal>

Click on **Parent Portal** on left hand side of page

Locate ACCESS PARENT PORTAL at the bottom of page and click on the “click here” link for login screen.

FAQ

12. How does the parent become an authorized user in the TouchNet system to access student billing information and payment options?

The student must authorize all new users for TouchNet to pay the bill.

The student will login to MySRU.

Click on the Billing Tab.

Click "Pay or View My Bill"

Under My Profile Setup, choose Authorized Users, the Add Authorized User.

13. What if I lose my TouchNet access information?

Contact Student Accounts at 724.738.2088 for assistance.

14. Who do I call for help? Contact the IATS Help Desk

Location: 104 Maltby Center

Hours: Monday - Friday 8:00 a.m. - 4:30 p.m.

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Email: helpdesk@sru.edu