

Proxy Access FAQs

What is a Proxy User?

A proxy user is an authorized individual designated by you, the student, to access and manage your financial information within Self Service. This role is typically assigned to parents, guardians, or other trusted individuals to help with your financial matters.

Who can set up Proxy Access?

Any student has the ability to set up a proxy user on their account.

Can I set up multiple proxy users?

Yes, you can designate multiple proxy users within Self Service. You can grant varying levels of access to different individuals based on their preferences and needs.

Can someone be assigned as a proxy user for multiple students?

Yes.

How long does the proxy user have access to my account?

You will need to reauthorize access for your proxy user yearly. An email notification will be sent to your student email when it is time to reauthorize access to proxy users.

What if I no longer want my proxy user to have access to my account?

You can revoke or change access for a proxy user at any time. The proxy user would be notified of any changes to their access.

What would a proxy user have access to?

The proxy user can be granted access to any or all of the following pages within Self Service:

- Account Activity
- Account Summary
- Make a Payment*

**Please keep in mind that while you may grant access to another individual to make payments on your behalf, you as the student are still primarily responsible for ensuring that all your accounts are paid on time and in full according to the payment deadlines stated on our website.*

Can I set up my church or sponsor organization as a proxy user?

Yes, however you will need to include a contact person's name, phone number, and email address. You will not be allowed to add the user under the church or organization name.