

## myPurdue Proxy Frequently Asked Questions

Tip: While this tool is accessible on a mobile device, it works best on a desktop or laptop. Should you have difficulty in setting up or using **myPurdueProxy** on your mobile device, please try again using a desktop or laptop before seeking assistance.

### Student Questions

#### **Q: What is a myPurdue proxy?**

A: Students can give parents, legal guardians, or other trusted parties access to view certain pieces of their student information online. This access is referred to as proxy access, and the person who is granted this authorization is called a **myPurdue proxy**. The student controls the entire process through their myPurdue Portal, and can add anyone with a valid email address as a proxy.

#### **Q: How do I establish a proxy?**

A: First, the student must log in to the myPurdue Portal to create an account for the proxy. They can click **Proxy Management** in the *Personal Information* section to begin this process.

Once the student has set up the proxy account, login information and account setup directions will be sent to the proxy's email address. **Note:** The proxy must have a valid e-mail address in order to access the site.

#### **Q: What information can a proxy see?**

A: A proxy will only see the pieces of information they have been authorized to view. Students select which information pages will be viewable when they set up the account, and can grant and remove access through the Proxy Management page. Examples of information a student may grant access to would be final grades, mid-term grades, registration and schedule.

#### **Q: Can an e-mail address be assigned as a proxy for multiple students?**

A: Yes. Proxies are identified by e-mail address, and multiple students can assign that address as a proxy. This is particularly useful in the case of siblings who each attend Purdue University.

#### **Q: What is a passphrase?**

A: A passphrase is a unique code word or phrase that may be assigned by a student to each proxy he/she sets up. Proxies need to use their passphrases when they call university departments for assistance regarding the information they have been authorized to view. University administrators will validate these passphrases and the proxy's access before speaking with the proxy in an effort to protect the rights of the students. If the proxy has not been granted access, the information cannot be discussed.

#### **Q: Can I view who has accessed my information through proxy access?**

A: Yes. Students can see how often a proxy has viewed a given information page by accessing the Authorization log. To access this log, log in to the myPurdue portal, click on Proxy Management, and then click on the proxy's name to expand their profile. Next, click on the History tab. In this tab, a log table will list information about all Actions performed for this proxy account. "Login" and "View" will be captured as Actions that indicate when the proxy logged in or viewed a page. This log also captures which page the proxy viewed, and the date and time of each action.

**Q: Will my proxy be notified if a modification is made, including removing authorization?**

A: No. There is no automatic notification sent to the proxy when a modification to authorization access.

**Q: How do I modify the access I previously gave a proxy?**

A: A student can modify the proxy access by checking or unchecking any of the boxes in the Authorization tab. If you want to add access to a page then check the box and if you want to remove access to a page then uncheck the box.

**Q: How do I completely remove the access I previously gave a proxy?**

A: A student can remove proxy access in multiple ways. First, the access can be removed by unchecking all of the boxes in the Authorization tab which removes access to the pages. Alternatively, the student can change the Stop Date on the Profile tab to the current date. If this option is used, the proxy will no longer see the student's name when they log in. Lastly, if the proxy has not viewed any information the student will have a button to "Delete Proxy Relationship". This button disappears once the proxy has a viewing history.

**Q: Can multiple proxies use the same e-mail address?**

A: Ideally, no. However, if parents share an e-mail address and a student wishes to grant proxy access to both using that address, the student can do so. If this is how the student wishes to set it up, we ask that, when completing the first-name field, the student enters both first names (example: Mary and David). In the relationship description field, enter "parents" or "mom and dad" so that it is clear to any administrator reviewing the permissions that this e-mail address is for more than one person.

**Q: When a proxy receives access to multiple students' records, can each student set up different levels of access?**

A: Yes. Each student who grants proxy access to an email address has complete control over the information that the proxy can access, including start and stop dates.

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**Q: What should be done if the proxy forgets the PIN?**

A: If you cannot remember your PIN, navigate to the login page, enter only your email address, and click Forgot PIN. An email will be sent with instructions on how to reset your PIN.

**Q: What information can a proxy see?**

A: A proxy will only see the pieces of information they have been authorized to view. Students select which information pages will be viewable when they set up the account, and can grant and remove access through the Proxy Management page.

**Q: Can I access Billing/Payment information as a proxy?**

A: You will not be able to see billing information and/or pay bills while logged in as a proxy user. In order to access billing information and/or pay bills you need to be setup as an authorized user within

the secure bill payment system. Instructions on how a student can setup an authorized user are located at: <http://www.purdue.edu/bursar/pdf/tutorials/authorizedUser.pdf>

If you have already been setup as an authorized user you can login at the following link to access financial information on your student: [https://secure.touchnet.com/C21261\\_tsa/web/login.jsp](https://secure.touchnet.com/C21261_tsa/web/login.jsp)

**Q: I have multiple students at Purdue. Why do I only see information for one of them?**

A: The information pages that you can access as a proxy depends on the authorizations set by the student. Since each individual student can choose what information to share with their proxy, the information available for viewing may vary.

**Q: I am a proxy and I can't see all of my student's information; can you change that for me?**

A: Administrators cannot change the permission settings for proxies. Only the student establishing proxy access can change the permissions that are granted.

**Q: Information pages I used to be able to see are no longer showing. Why?**

A: Students have the ability to add or remove access at any time. If the student has removed your access to that information page, it will no longer appear in the list.

Alternatively, students set the "Start" and "Stop" dates for proxy access when they set up the account. If the stop date is reached, all access will be removed. If you feel you should still be able to see the pages, check with the student who set up your account. He or she can increase the "stop" date to return access.

**Q: What is a passphrase?**

A: A passphrase is a unique code word or phrase that may be assigned by the student to each proxy he/she sets up. Proxies need to use their passphrases when they call university departments for assistance regarding the information they have been authorized to view. University administrators will validate these passphrases and the proxy's access before speaking with the proxy in an effort to protect the rights of the students. If the proxy has not been granted access, the information cannot be discussed.

**Q: I am a proxy and I don't know my passphrase. Can you send it to me?**

A: Only the student who set up your account can share the passphrase with you. In the myPurdue Portal, he or she can visit the Proxy Management page and click the E-mail Passphrase link to send it to you electronically.

**Q: I deleted my emails and need to log in to the system as a proxy. What link do I use to login?**

A: To log in as a proxy please use the URL below:

[https://selfservice.mypurdue.purdue.edu/prod/bwgkprxy.P\\_ProxyLogin](https://selfservice.mypurdue.purdue.edu/prod/bwgkprxy.P_ProxyLogin)

**Q: What steps should a proxy take if their email address is changing?**

A: If a proxy would like to update their email address, they need to log in to their proxy account with the current login information, enter their new email address into the email address field, and click save. The proxy will then need to use that updated email address to log into their account in the future.