



Parent/Guest Proxy Access Instructions

This portal is the exclusive method by which a student may grant a third-party access to his or her records. Information that is protected from disclosure pursuant to the Family Educational Rights and Privacy Act (FERPA), such as grades, financial aid details, and student account/billing information is maintained in a secure online environment. A student may grant permission to a parent or guest to access this information and make payments through this portal.

Students...How to grant access to a parent/guest:

Log on to 'myFairmontState' and click on **Parent Proxy Controls** under the Student Links Card . Complete the following steps:

1. Click **Add Proxy** to add a parent/guest.
2. Enter their First Name, Last Name and valid Email Address. Click **Add Proxy**.
3. Once the proxy has been added, click **Expand** next to their name.
4. Click the **Profile** tab. Select **Relationship**, enter **Description** (e.g., Mom, Uncle Bob) and enter **Passphrase** (e.g., Jingle Bells). The Start and Stop Dates are populated by default for a six year period.
Note: The parent or guest will receive two emails with subject "New proxy identity" and "New proxy relationship." If their email address has been used by some other student then only one email will be sent to them with the subject line "New proxy relationship." This creates a relationship student/guest. If they don't receive emails, they need to check their spam folder.
5. Click on **Email Passphrase** to notify your parent/guest of the passphrase so they can use it to contact necessary offices, as needed, under FERPA.
Note: Your parent/guest will receive an email with the subject line "Send updated proxy passphrase" containing the passphrase you set.
6. Select the **Authorization** tab. Click boxes next to the items you wish to authorize your parent/guest to view.
Note: Clicking the box for an overall category will select all the boxes for that category (e.g., clicking **Financial Aid Information** will select all boxes in that category).

Note: You must set a passphrase for your parent/guest to use when calling or emailing Fairmont State University on your behalf. This verifies their identity. Please remember to give this passphrase to your parent/guest so that they have it when needed. Do not forget this important step!

***Please see reverse side for Parent/Guest directions**

Parents...How to access the student record for the first time:

What do parents/guests need to do?

1. Once access has been granted by your student, go to the parent/guest email inbox where the invitation e-mail was sent (Be sure to check you junk and/or clutter folders). Open the email with the subject **New proxy identity**.
2. Click the 'Click Here' link (the action URL). A new window will open to the portal.
Note: The action URL is a single-use URL and is valid for 30 days. To return to the Parent/Guest Portal later, book mark the link in your web browser or you may visit www.fairmontstate.edu to access it:
 - Parents & Families
 - Parent & Family Programs
 - Scroll down to 'Supporting Your Student Throughout College'
3. Enter the **Action Password** that is included in the 'New proxy identity' email and click **Submit**.
Note: The **Action Password** is the PIN/Password that is included in the email.
4. **Reset PIN:** To change your PIN/Password, enter parent/guest Email Address, Old PIN (Action Password from e-mail above), New Pin (your choice), and Validate PIN. After entering all information click **Save**.
5. Click the **Profile** tab and verify the required fields. Click **Save** after making any changes.
Note: Personal information (including 'Email Address') can be updated here. If the email address is updated, two emails will be sent - one to the old email address and one to the new email address. Instructions to begin viewing the authorized pages are within the email sent to the new address.
6. Click the **Name** of your student next to the **Profile** tab. You are now able to click and view any pages the student has authorized you to view.

Note: Your student can set a passphrase for you to use when calling or emailing Fairmont State University on your student's behalf. This verifies your identity. Please save this so you have it when needed. Encourage them not to forget this important step!

***Please see reverse side for Student directions**