Frequently Asked Questions about Proxy/Designee Access

Proxy Access provides an opportunity for University of Toledo students to grant online access to their student information. This consent is necessary to comply with the Family Educational Rights and Privacy Act (FERPA). FERPA is a federal law that protects the privacy of students and prohibits institutions of higher education from disclosing any student information, including financial information, without the explicit authorization of the student. In accordance with FERPA, The University of Toledo has established guidelines regarding access to and release of educational records. In short, FERPA allows the university to release "directory information" without the consent or knowledge of the student, unless the student has notified The University in advance that such information is not to be released.

University of Toledo students can grant others access to view specific information in the MyUT portal. UT will determine the options available to be granted based on FERPA and UT policies. This is called granting "Proxy access," and the other person is referred to as the Proxy or designee. The most common scenario is granting a parent or spouse access to a student's information. Access is granted by email address, so a student uses the email address of the Proxy to grant the access.

Frequently Asked Questions by Students

Which students can set up Proxy Access?

Any student has the ability to set up Proxy Access. The link can be found in the MyUT Portal.

Is a student required to set up Proxy Access?

No. Students may set up Proxy access to authorize others to view specific information; however, students are not required to do so.

Can an email address be assigned as a Proxy for multiple students?

Yes. Proxies are identified by email address, and that address can be assigned as a Proxy for multiple students. This is particularly useful in the case of siblings attending the University of Toledo.

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Can multiple proxies use the same email address?

No. However, if parents share an email address and a student wishes to grant Proxy access to both using that address, the student can do so.

Where is the Save button?

The functionality on the authorization web page, where you select the options you authorize your Proxy to see, saves your selection immediately upon each click. THERE IS NO SAVE BUTTON.

How do I view authorizations history?

To view activity of a Proxy (designee), a student should select the "History" tab where actions including authorizations will be displayed.

Can a Proxy call the University of Toledo if he or she has questions about it?

If a Proxy has a question about the functionality of Proxy Access, the Proxy should first check the Treasurer's website for user guide and additional Proxy information. The Help Desk, at (419) 530-2400, can be called for assistance in setting up or activating Proxy access.

When a Proxy is given access to multiple students, can the access granted be different for each student?

Yes. Each student who grants Proxy access to an email address has control over the access for their account, including start and stop dates.

When setting up Proxy I do not see the option to authorize items I would like my Proxy to be able to view (example: Financial Aid)?

If the function you want to authorize for your Proxy is not currently available, please check back each semester to see if it has been added.

What does a student do when he/she no longer wants a Proxy to have access?

Access to information can be removed in a couple of ways. A student can change the Stop Date on the "Profile" tab and/or remove all checkmarks on the "Authorization" tab. The Proxy will no longer see the student's name when the Proxy logs in to the Proxy Access account.

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Can students view who has accessed information through Proxy access?

Yes. By clicking on the name Proxy, the profile will be expanded by the student. Next, the student can click on the "History" tab to review the activity for that Proxy. The webpage will display the activity including access to information items being granted, information about items being disabled, and details of the Proxy's access including what information has been viewed.

Will my Proxy be notified if a modification to access is made including removing authorization?

No. There is no automatic notification sent when a modification to those items is made.

Can a student set a different date range to authorize access to a Proxy?

Yes. Students are able to set a start and end date for each Proxy. To do this, a student should access the Proxy Menu through the MyUT Portal and click the name of the Proxy. On the "Profile" tab modify the start and/or end date.

Frequently Asked Questions by Proxies (Designees)

How do parents or others gain Proxy Access?

Users gain access by being granted authorization by the student. Once the necessary steps are completed by the student, a designated Proxy will receive an email indicating the account has been created and it will provide a temporary link (one time use) and action password (like a temporary PIN) to complete the authentication process.
This URL is also in the second email indicating that a relationship has been established by the student. It is suggested that this URL be bookmarked or added as a favorite for easy access.

What is a PIN?

PIN is the acronym for Personal Identification Number and is a "password" made up of numbers or letters that is used to login to Proxy Access.

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What should be done if a Proxy forgets the PIN?

Go to the Proxy Login page at https://selfservice.utoledo.edu/prod/bwgkprxy.P_ProxyLogin and enter the email address used to establish your account and click on the Forgot PIN button. An email will be sent to your email address with a unique link and temporary password. You will use this temporary password as the "Old PIN" in the PIN reset process.

What does a Proxy do if he/she receives the message: Your PIN has been disabled; you should have an email with directions telling you how to re-enable you PIN?

If a Proxy receives this message, the Proxy should follow the directions to request a PIN reset: enter the email address and then select "Forgot PIN". This will generate an email with a temporary password. Please note that when the temporary password is entered in the "PIN" field, the temporary password is case sensitive.

Why would only one child's name appear as a selection for a Proxy with more than one child attending the University of Toledo?

For each student that has identified a person as a Proxy, there will be a tab with each student's name. When you select a name, you will see the listing of the items that that student has authorized you to see. To be in compliance with FERPA, the student has complete control over what information can be viewed by each user. If the student's name does not appear, he/she has not granted access to the account information. The parent should contact the student with questions regarding access.

When a Proxy is given access to multiple students, can the access granted be different for each student?

Yes. Each student who grants Proxy access to an email address has complete control over the access for their account, including start and stop dates and permission levels.

Why when a Proxy clicks on an item/links is it taking me to web-page about Proxy instead of what I selected?

As a Proxy (designee) you have *view only access* to the items that you have been authorized by your student.

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Can University of Toledo staff provide the PIN to a Proxy who has forgotten it?

No. University staff and the Help Desk cannot reset a PIN. The Proxy can request a new PIN by selecting "Forgot PIN" from the Proxy login page.

A Proxy is no longer able to view information they previously could. Why?

The student is in control of the information that a Proxy can view. If the Proxy can no longer see information, the Proxy should contact the student.

Can university staff make updates to what a Proxy can view for a student?

No. University staff and the Help Desk cannot change the permission settings for proxies. Only the student granting the Proxy access can change the permissions that are granted.

A Proxy received an email saying the Proxy had initiated an email change, when the Proxy had not initiated the change. Why?

When a person changes his/her email address, the system will send two email messages. The first email is sent to the old email address to inform the Proxy that a request for a change from this address has occurred. If it was done in error, there is a unique link to click to cancel the change. The second email is sent to the new email address indicating that a change to this address was initiated and a unique link to click confirming the change. If a Proxy did not initiate the change, he/she should click the link to cancel the request.

A Proxy is changing his/her email address. What steps should the Proxy take?

On the Proxy Access profile page, update the email address and click save. The system will then send two email messages. The first email is sent to the old email address to indicating that a request for a change from this address has occurred. The second email is sent to the new email address indicating that a change to this address was initiated. The second email contains a unique link which the Proxy should click to confirm the change is correct.