SEATTLE UNIVERSITY

Third Party Proxy

Instruction Guide

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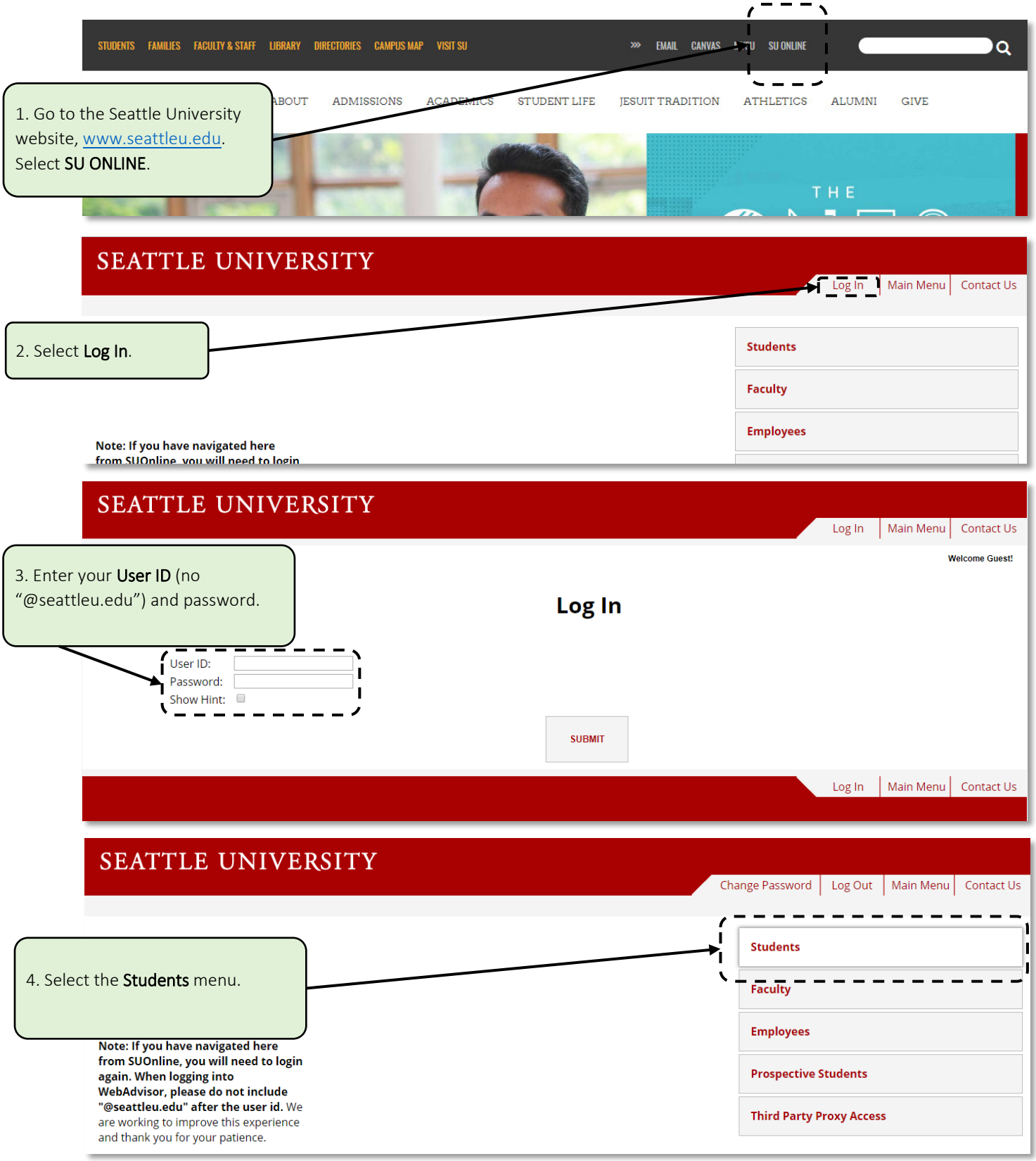
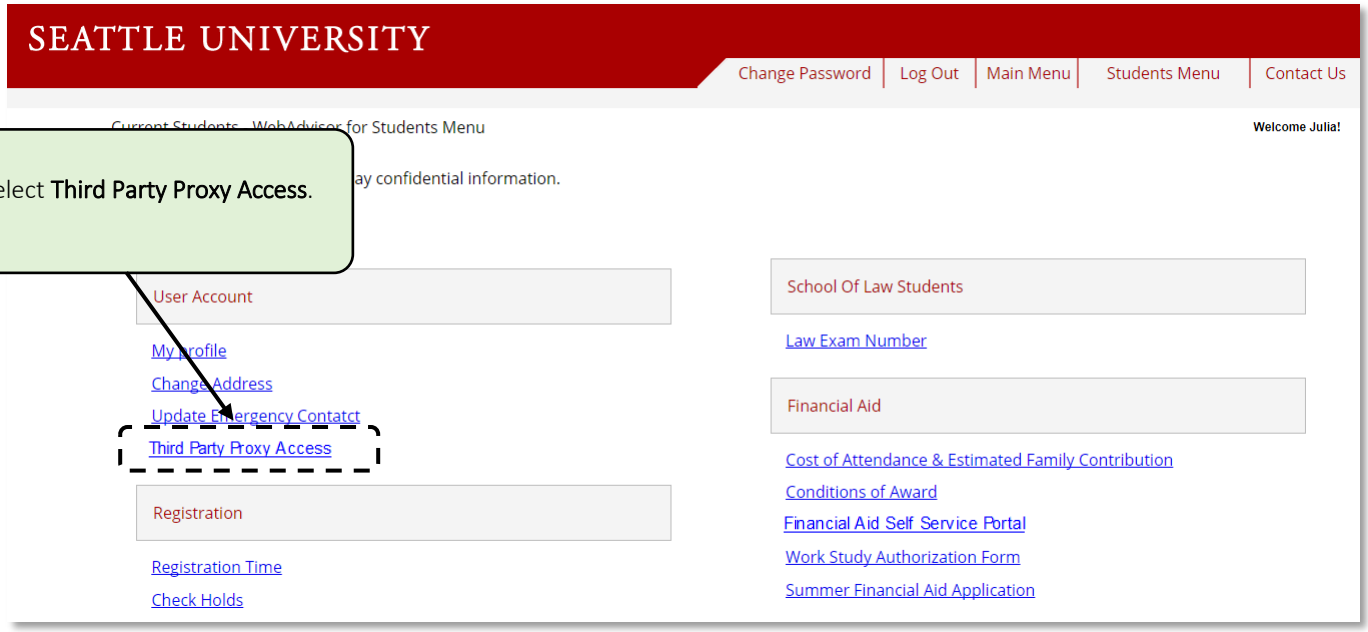
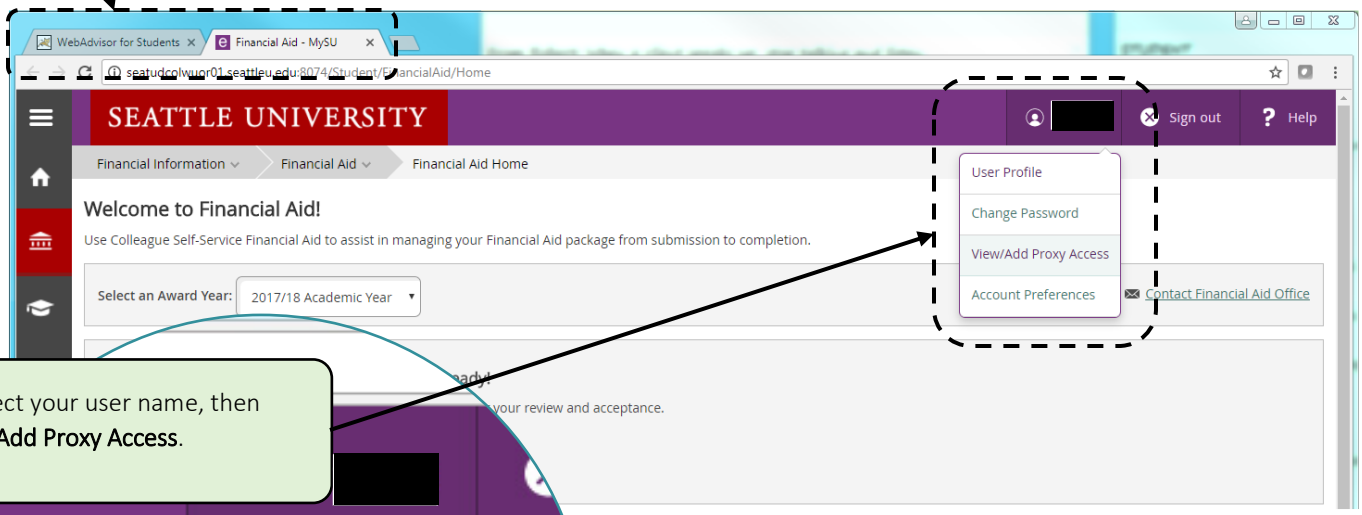
Section 1: Third Party Proxy Access to Financial Aid Information

1.1 Students: How to Set Up Third Party Proxy Access for Financial Aid

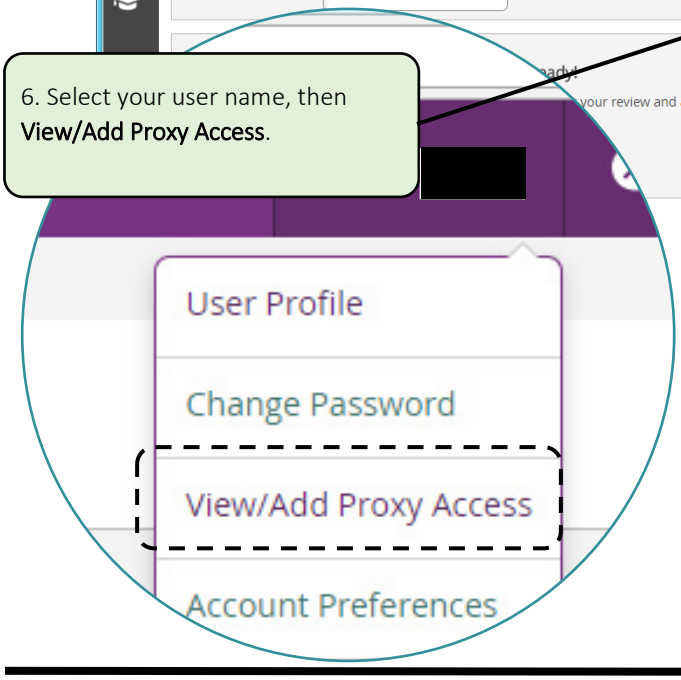




The Self Service Portal will open in a new tab. It is easy to return to SU Online by switching to the former tab.

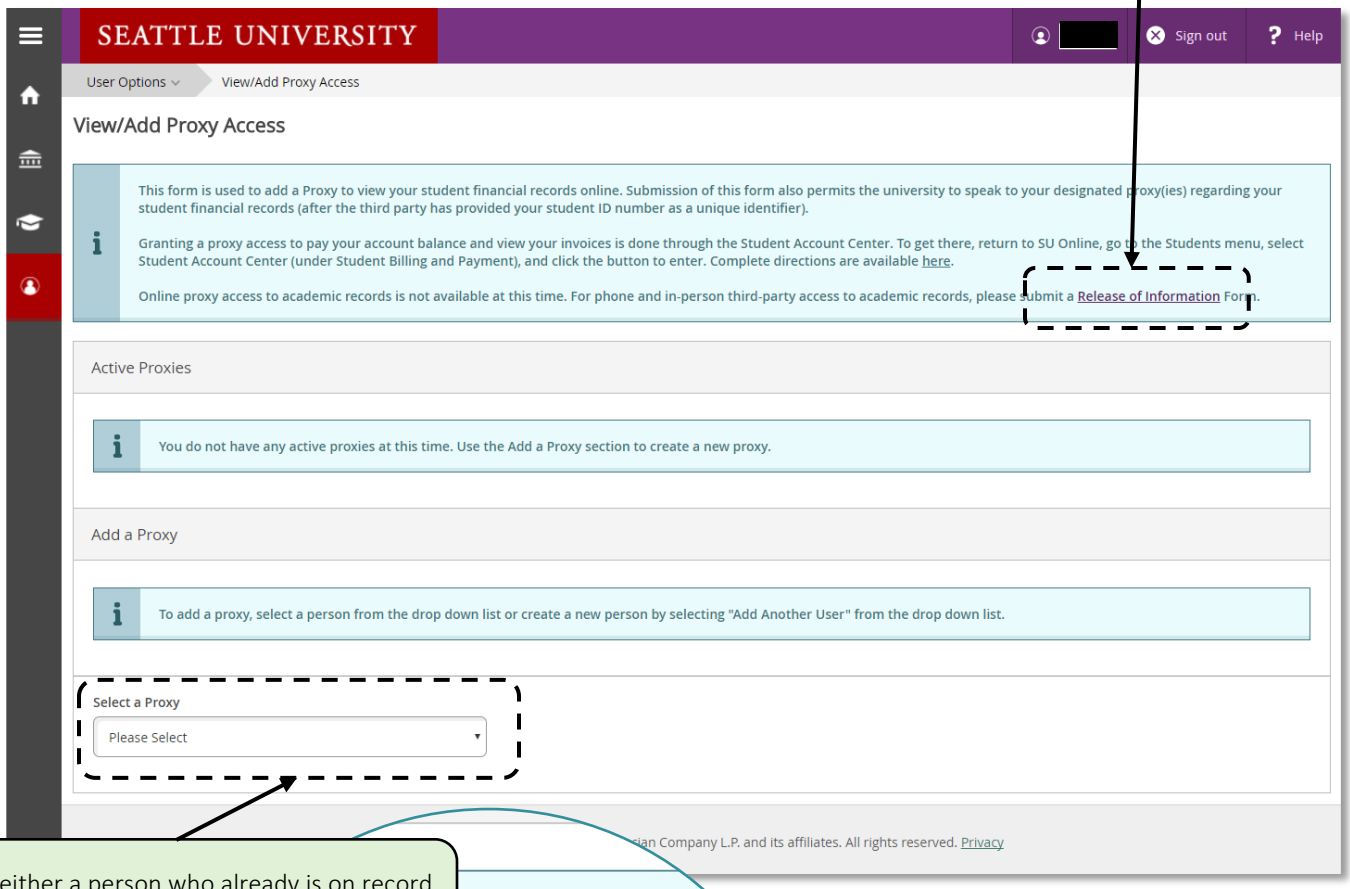


6. Select your user name, then **View/Add Proxy Access**.

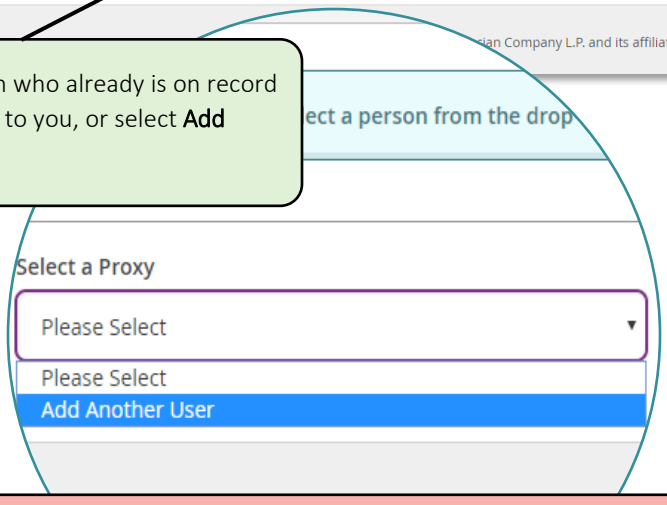


Complete instructions for giving Third Party Proxy access to the Student Account Center are covered later in Section 2 of this guide.

To get information on phone and in-person third party access to your academic records, use this link. Release of Information

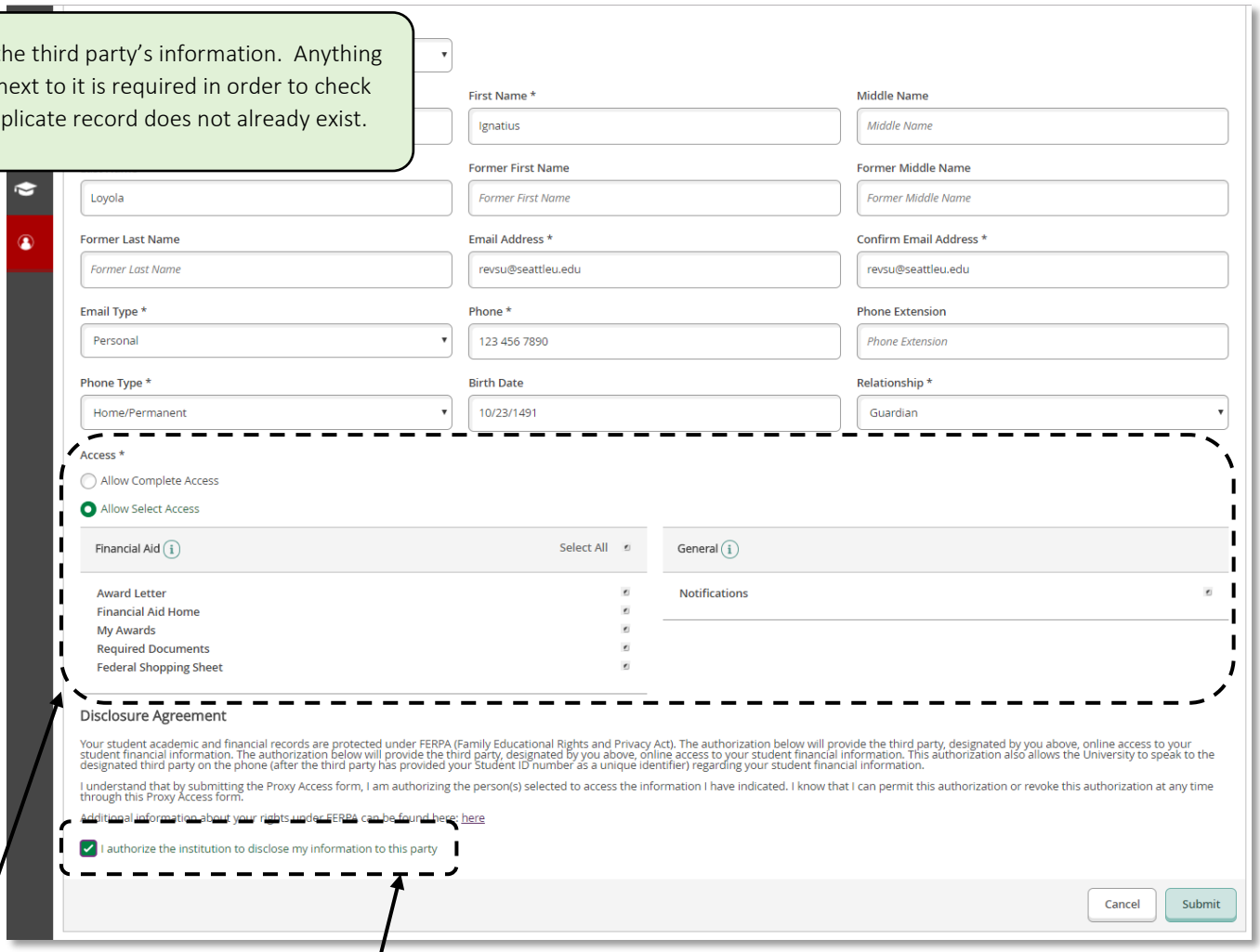


7. Select either a person who already is on record as having a relationship to you, or select **Add Another User.**



CAUTION: If choosing a pre-existing person from the drop-down, make sure that the email address displayed is the correct address for the person you are authorizing. If you notice that the email is wrong or out-of-date, please contact the Office of the Registrar to have them change the email address *before* proceeding. Send this email from your SU account and use the subject line **Change Proxy Email**. Indicate the name of the person whose email you are changing and the new email address.

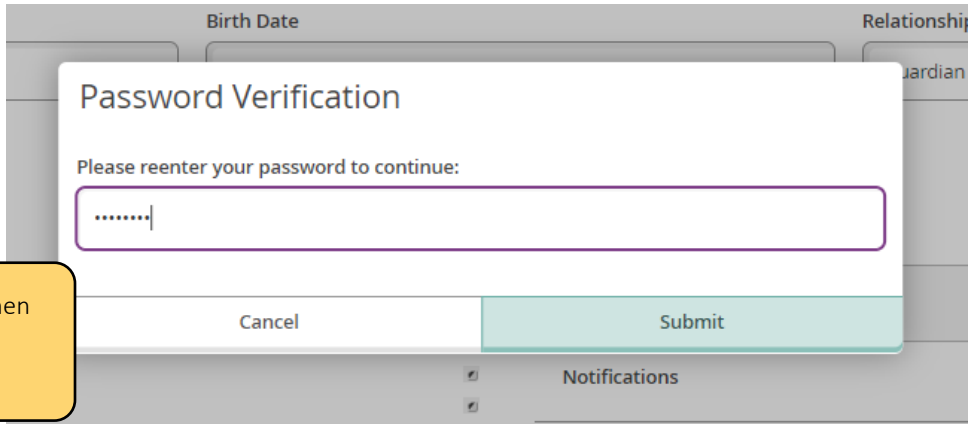
8. Fill in the third party's information. Anything with a * next to it is required in order to check that a duplicate record does not already exist.



9. Choose how much you want the Third Party Proxy to see, by selecting either **Allow Complete Access** or **Allow Select Access** and using the checkboxes.

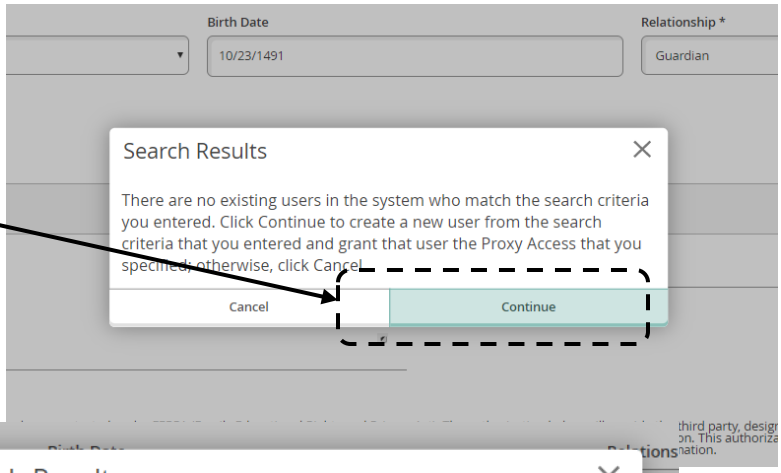
10. Remember to check the box stating you have understood the **Disclosure Agreement**. Select **Submit.**

11. Re-enter your password and select **Submit**.

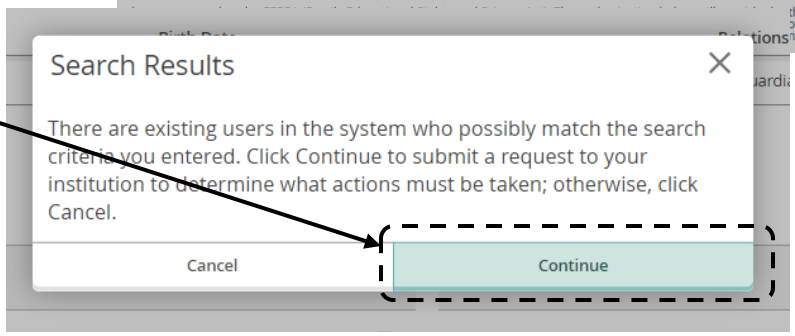


The system will check your password and then see if someone with the information you entered already exists.

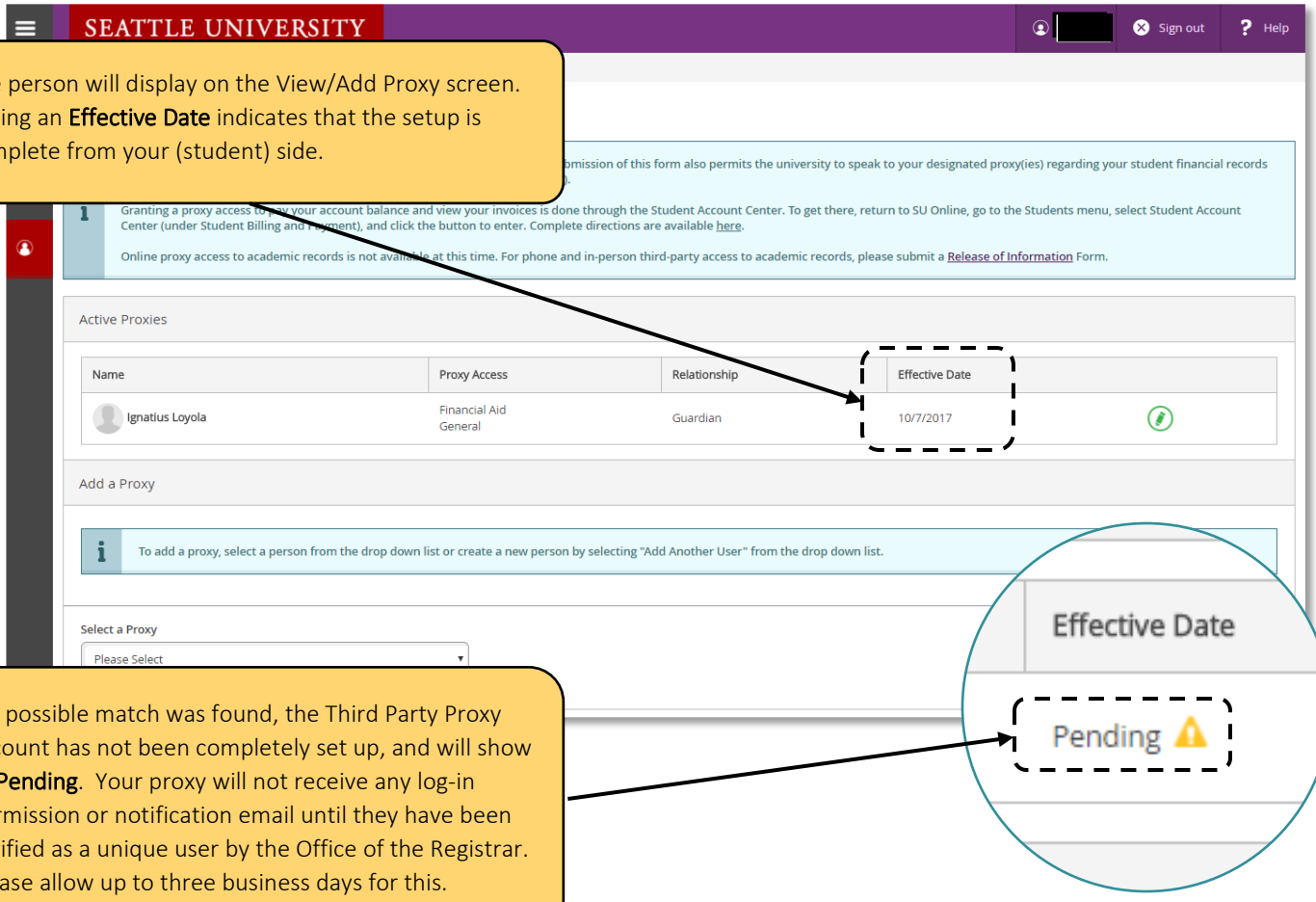
12. If no existing users are found, then select **Continue**.



Or if possible duplicate proxies already exist you can either **Cancel** the setup or select **Continue** to have the issue looked into by the Registrar's Office.



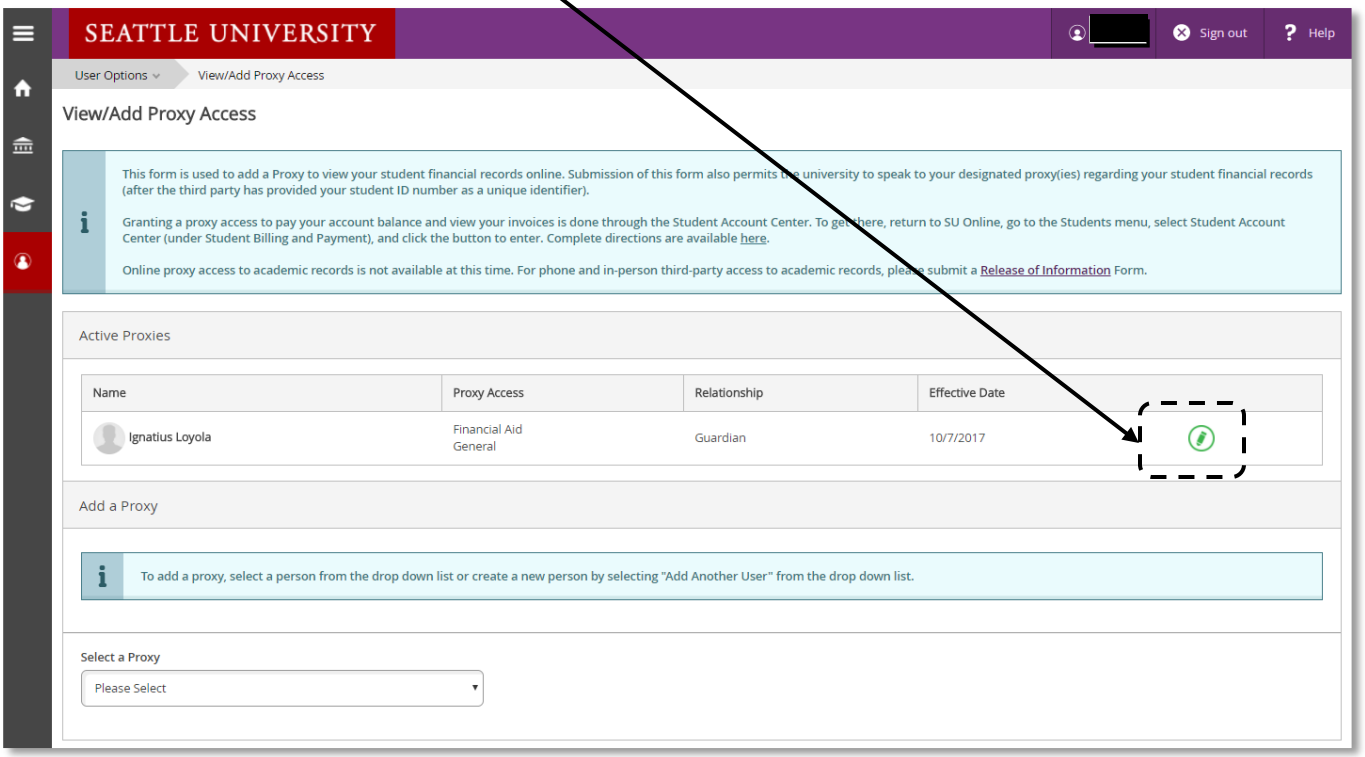
The person will display on the View/Add Proxy screen. Seeing an **Effective Date** indicates that the setup is complete from your (student) side.



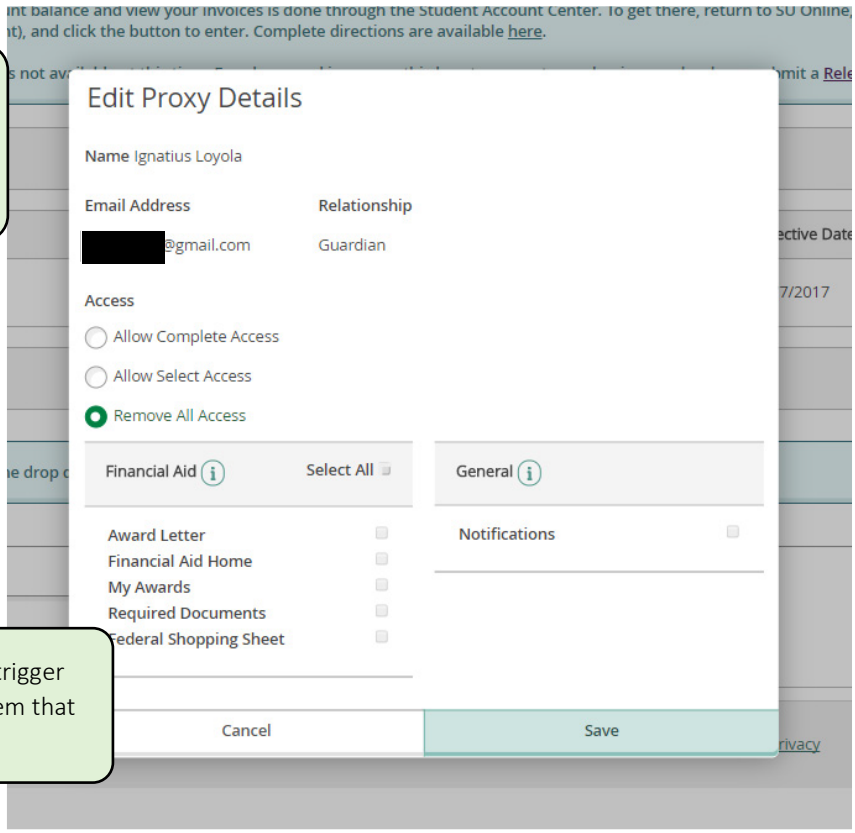
If a possible match was found, the Third Party Proxy account has not been completely set up, and will show as **Pending**. Your proxy will not receive any log-in permission or notification email until they have been verified as a unique user by the Office of the Registrar. Please allow up to three business days for this.

1.2 Students: How to Edit or Remove Access to Your Financial Aid Information

1. From the View/Add Proxy Access screen, select the green pencil icon.



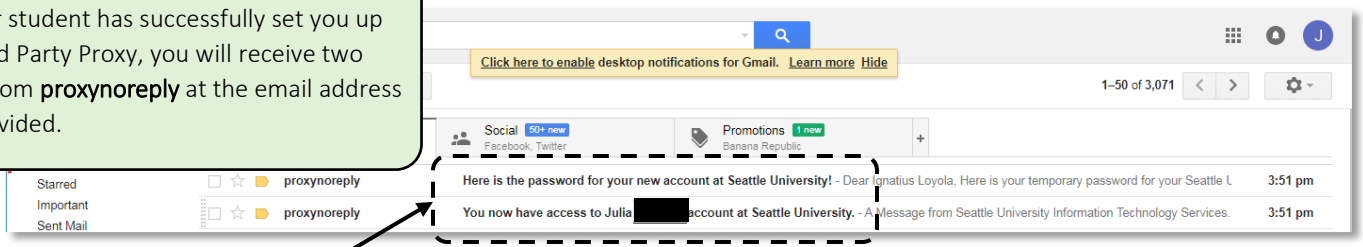
2. Use the options to change the level of access that the Proxy has to your information. You will only be able to **Save** if you make changes.



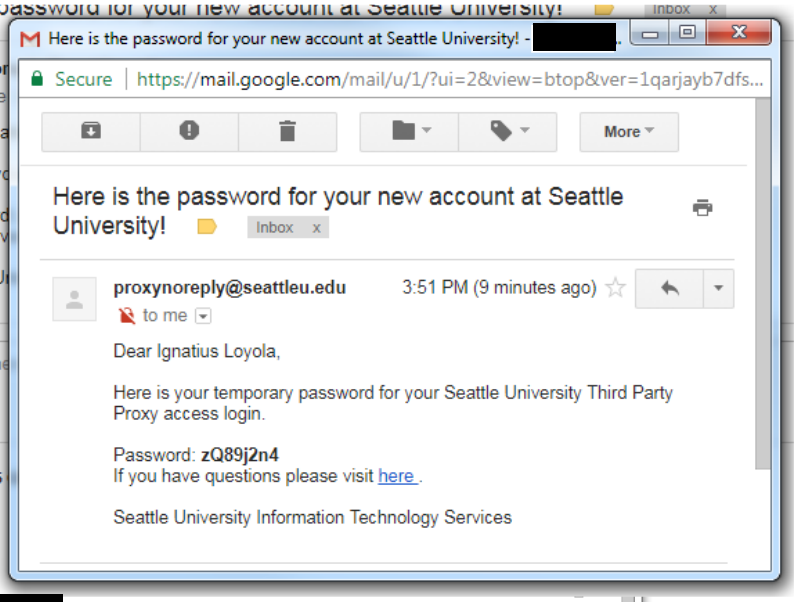
Any changes that you make to this access will trigger an email to the Third Party Proxy informing them that their access has changed.

1.3 Authorized Third Party Proxies: How to Access Your Account to View Financial Aid for the First Time

1. If your student has successfully set you up as a Third Party Proxy, you will receive two emails from **proxynoreply** at the email address they provided.

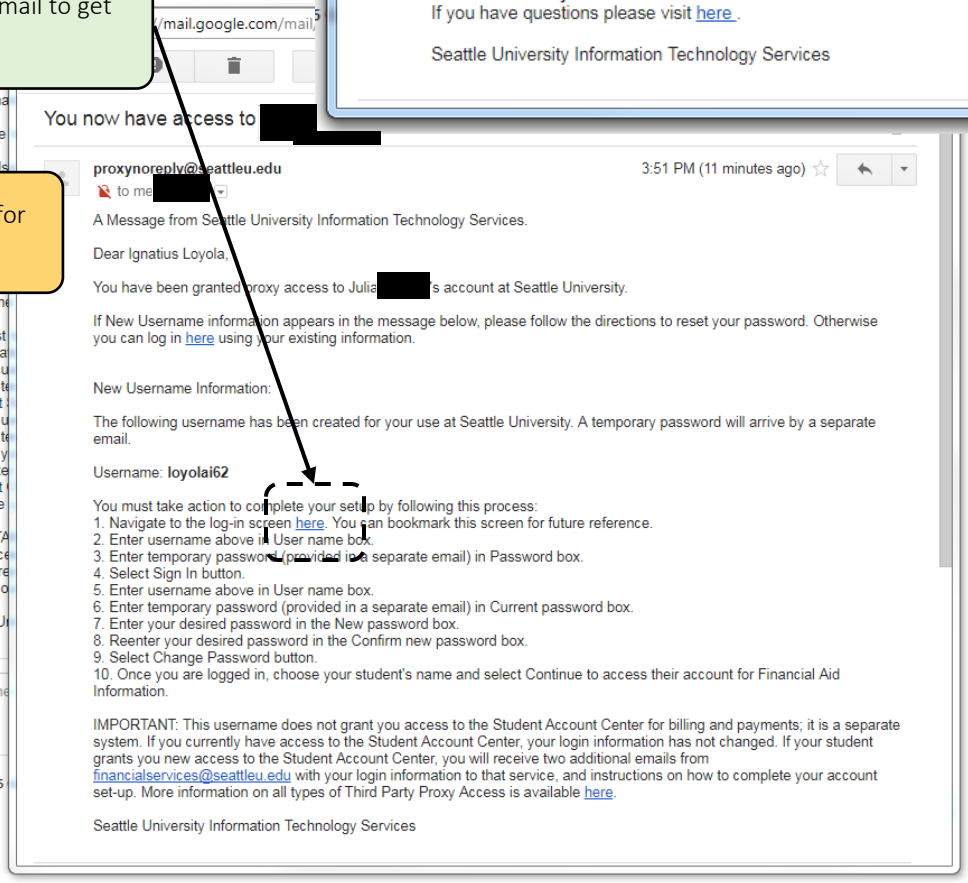


TIP: One will contain instructions and the other will have a temporary password.

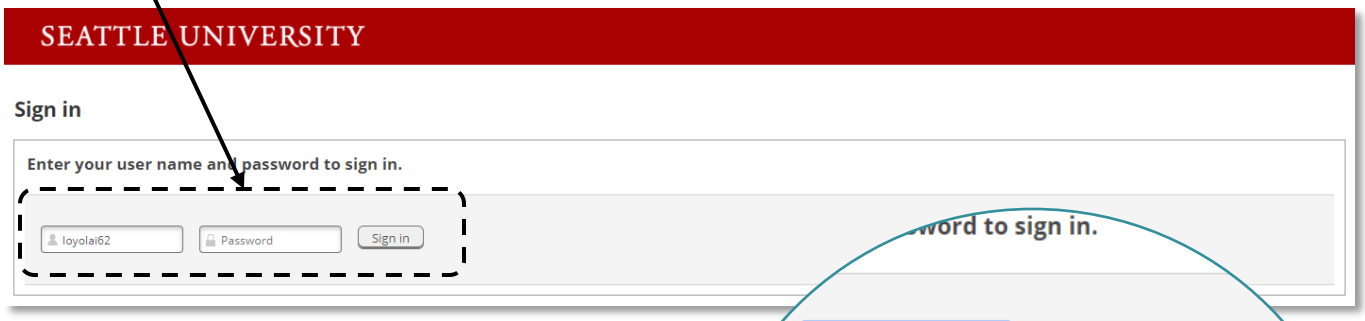


2. Use the link provided in the email to get to the log-in screen.

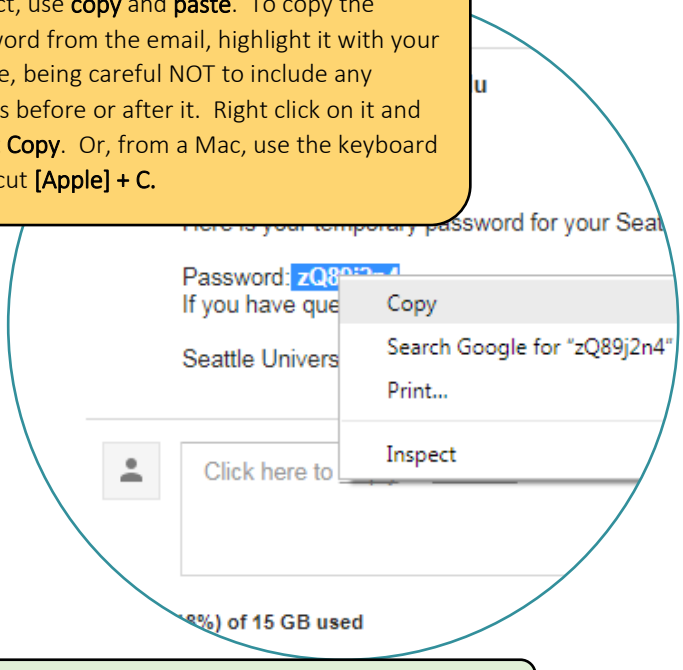
TIP: Bookmark the login screen for future reference

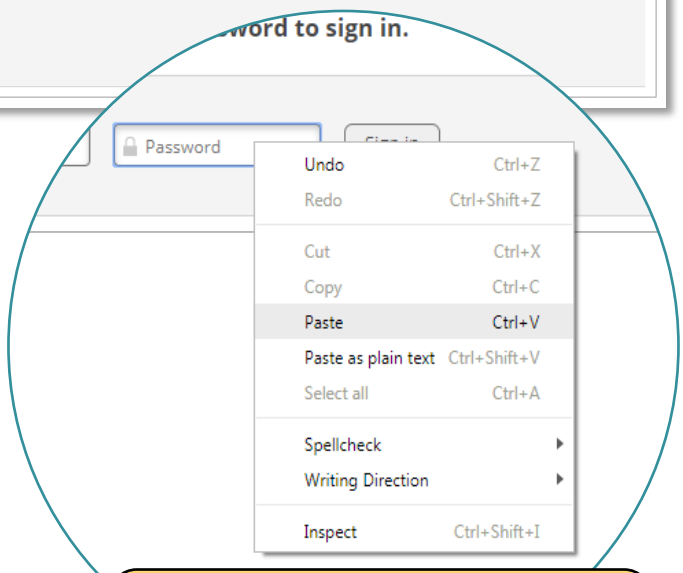


3. Enter the **username** and **password** from the emails you received.



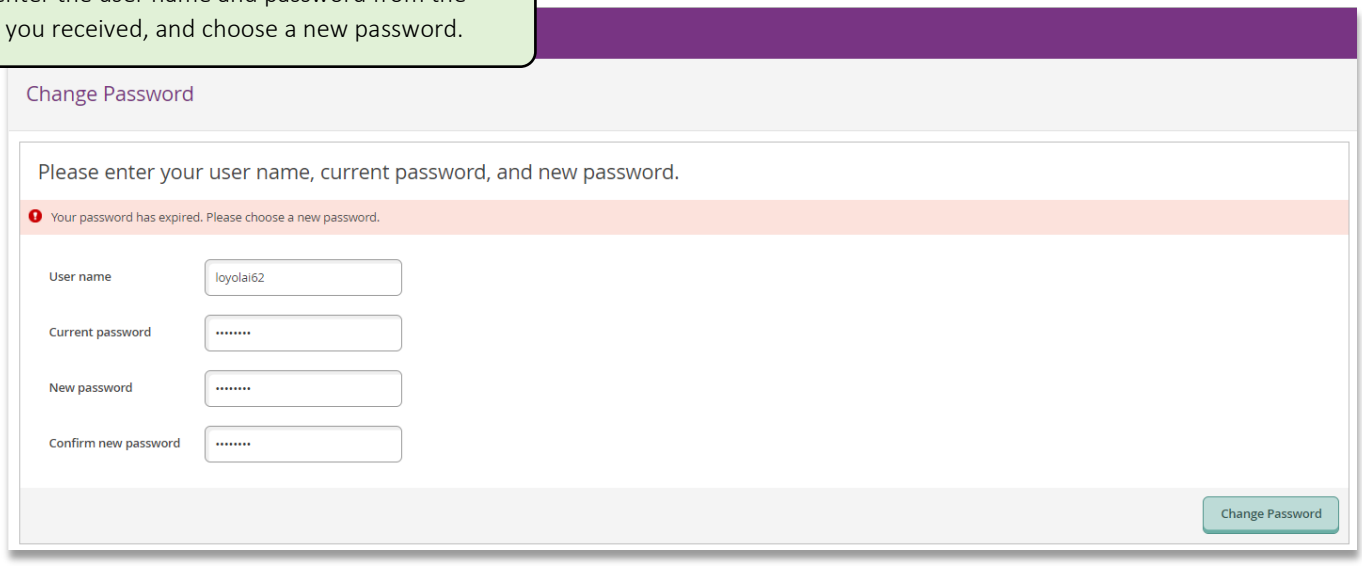
TIP: To make it easier to get the password correct, use **copy** and **paste**. To copy the password from the email, highlight it with your mouse, being careful NOT to include any spaces before or after it. Right click on it and select **Copy**. Or, from a Mac, use the keyboard shortcut **[Apple] + C.**



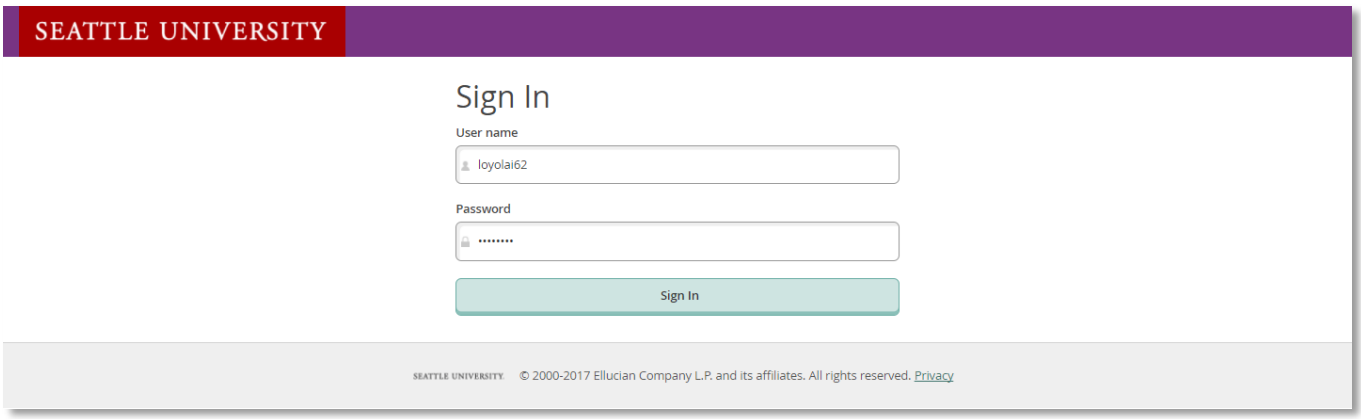


TIP: On the log-in screen, paste the password into the box by right clicking and selecting **paste**. Or, from a Mac, use the keyboard shortcut **[Apple] + V.**

4. Re-enter the user name and password from the emails you received, and choose a new password.

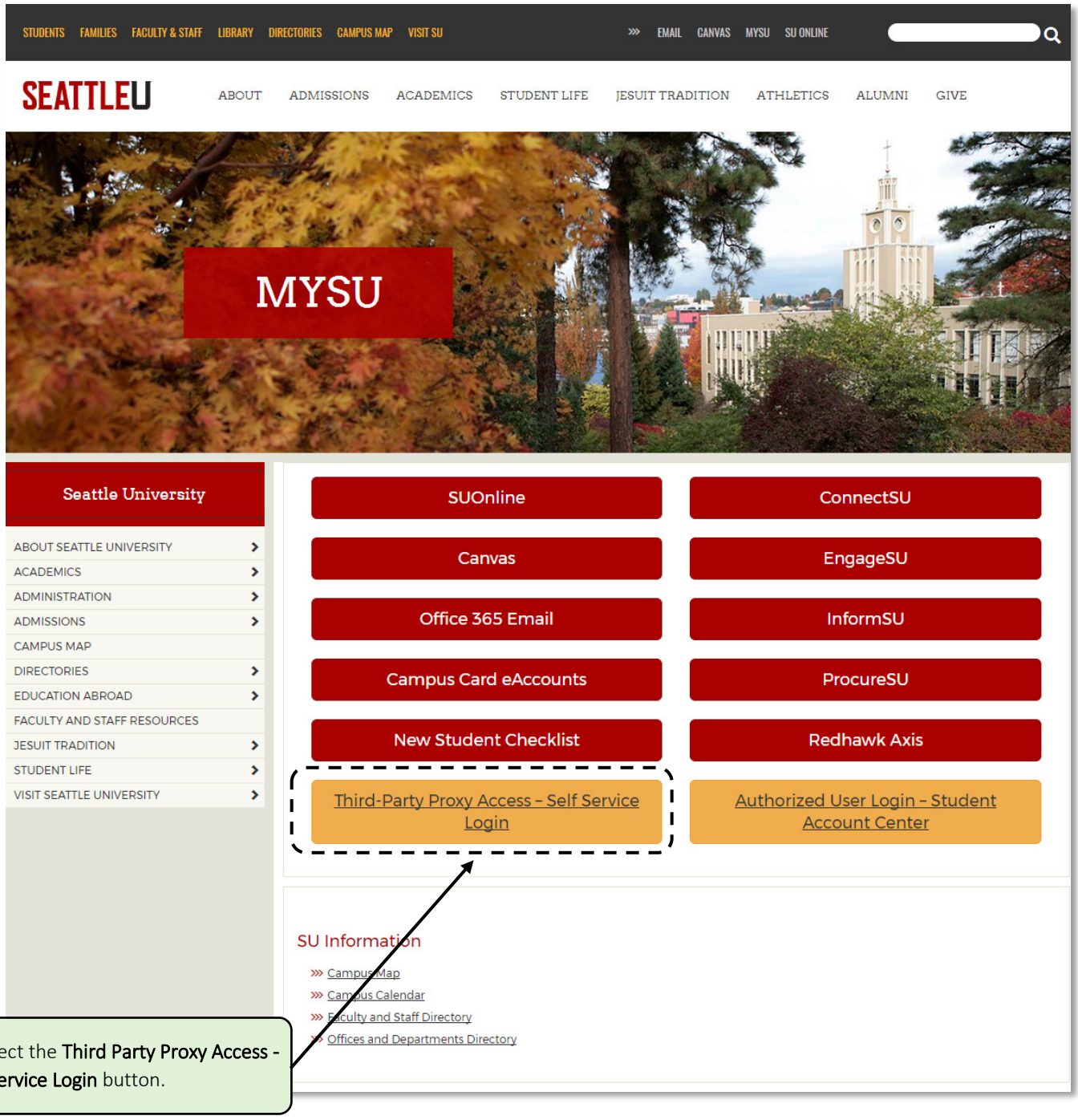


5. If successful, the message below will display. Click the link to **sign in using your new password**.



1.4 Authorized Third Party Proxies: How to View Your Student's Financial Aid Information

1. Go to www.seattleu.edu and click on **MYSU**.

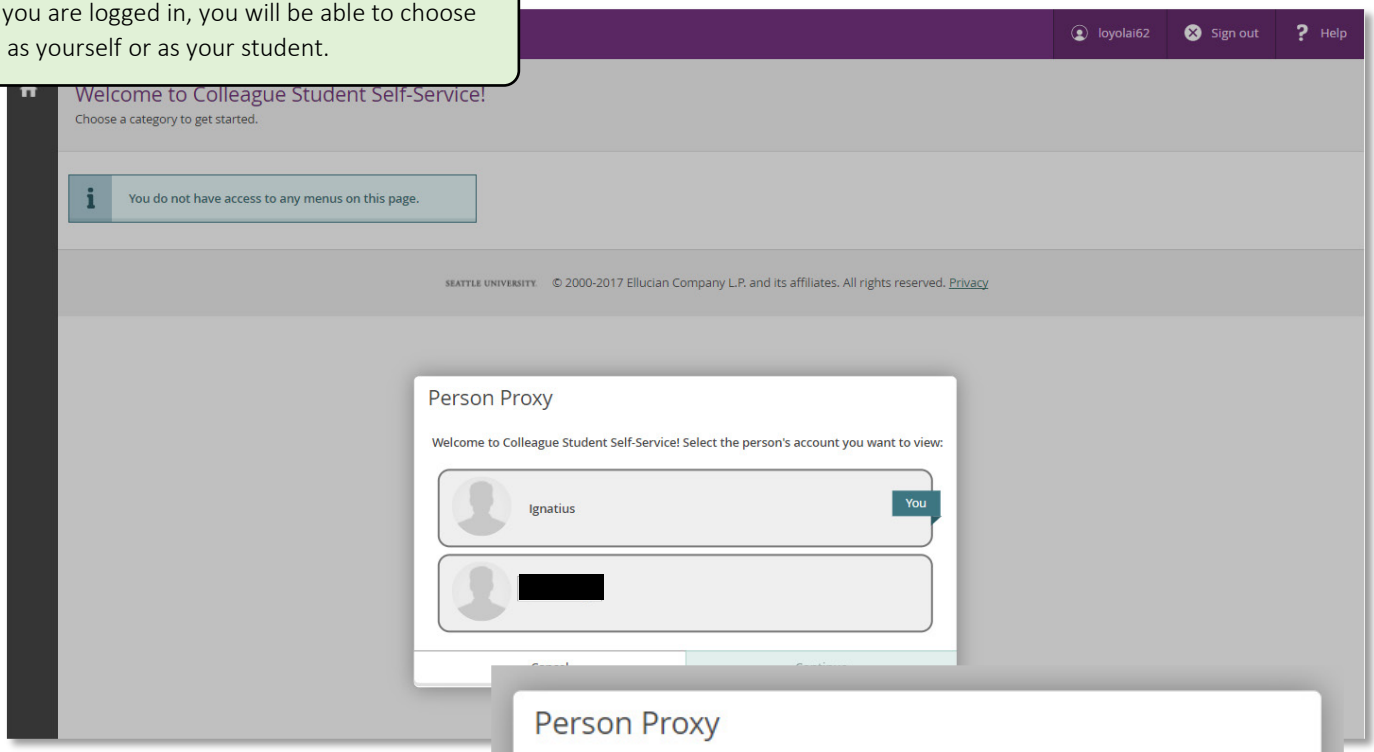


2. Select the **Third Party Proxy Access - Self Service Login** button.

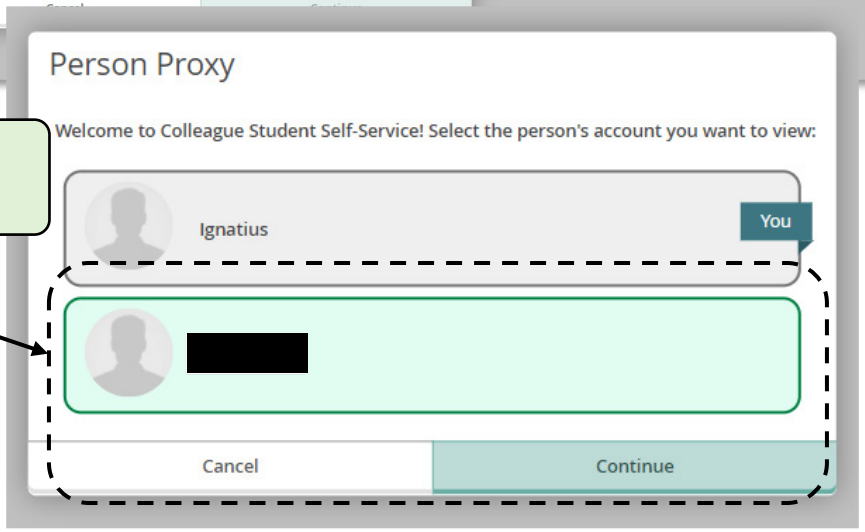
TIP: If you enter incorrect login information too many times, you will be locked out for 15 minutes. Please wait 15 minutes and try again.

3. On the sign-in page, enter your username and password

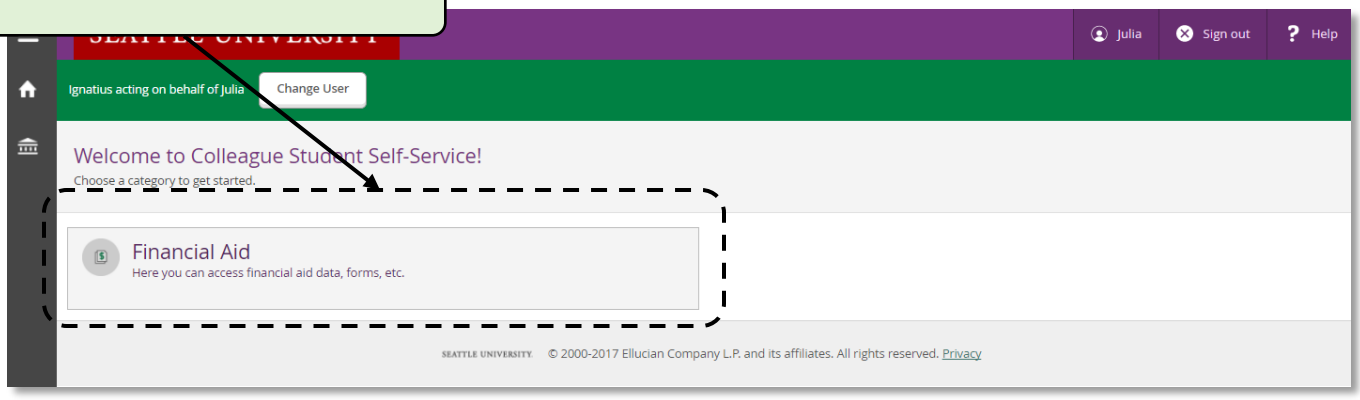
4. Once you are logged in, you will be able to choose to log in as yourself or as your student.



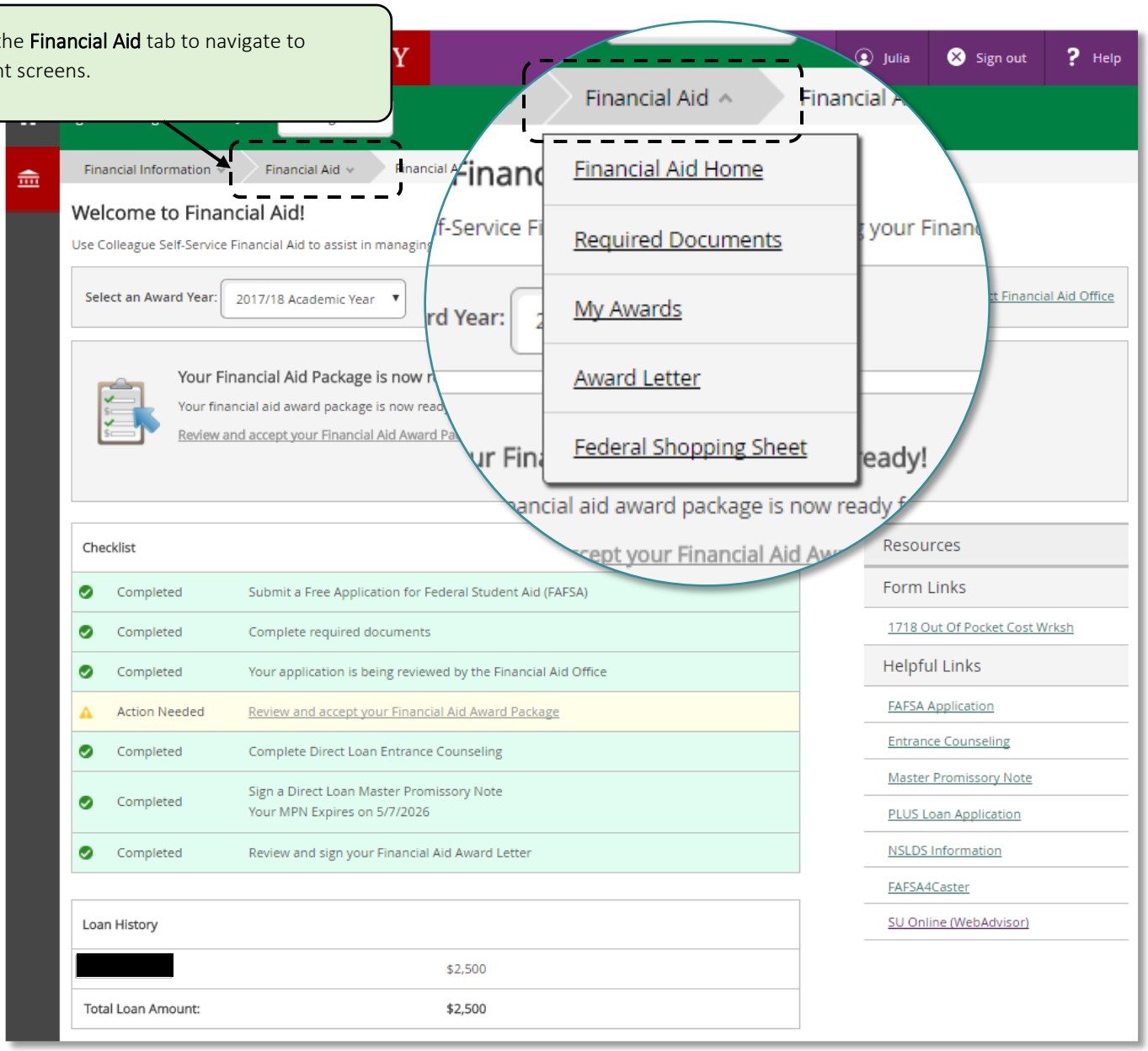
5. Choose your student's name, and click **Continue**.



6. Select the **Financial Aid** button.



7. Use the **Financial Aid** tab to navigate to different screens.



1.5 Authorized Third Party Proxies: How to Reset a Password

If you have lost or forgotten your password, or want to change your password for another reason, please contact the Office of the Registrar, and someone can reset your password for you:

YOU MUST INCLUDE YOUR NAME, USERNAME, YOUR STUDENT'S NAME, AND STUDENT'S ID# IN THE BODY OF THE EMAIL.

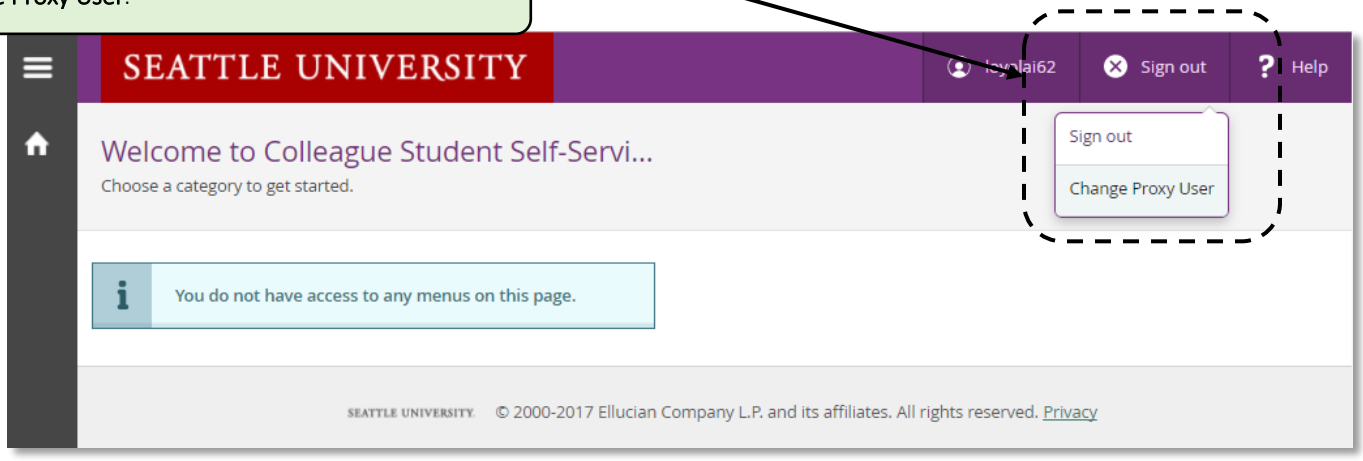
Office of the Registrar – registrar@seattleu.edu.

You will receive an email at the same email address you have associated with your account. Please allow three business days for this.

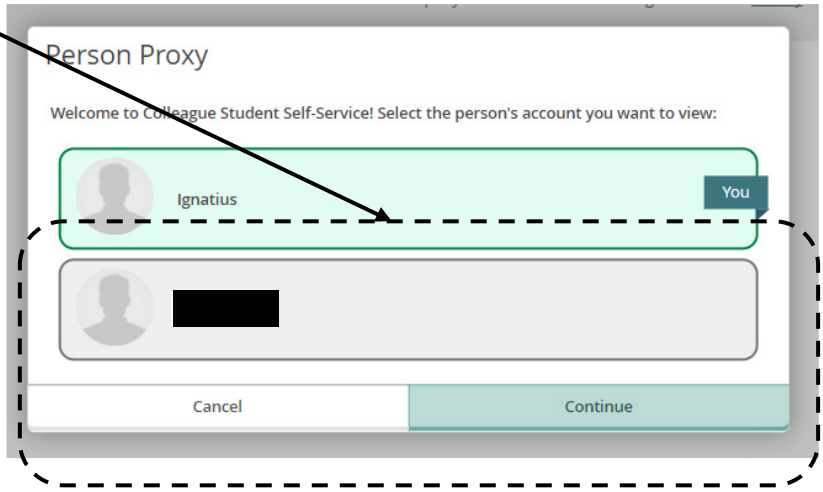
1.6 Authorized Third Party Proxies: How to Switch Back to See Your Student's Account

If you have logged in as yourself instead of your student, you can switch users to view your student's account:

1. If logged in as yourself, select **Sign out** and then **Change Proxy User**.

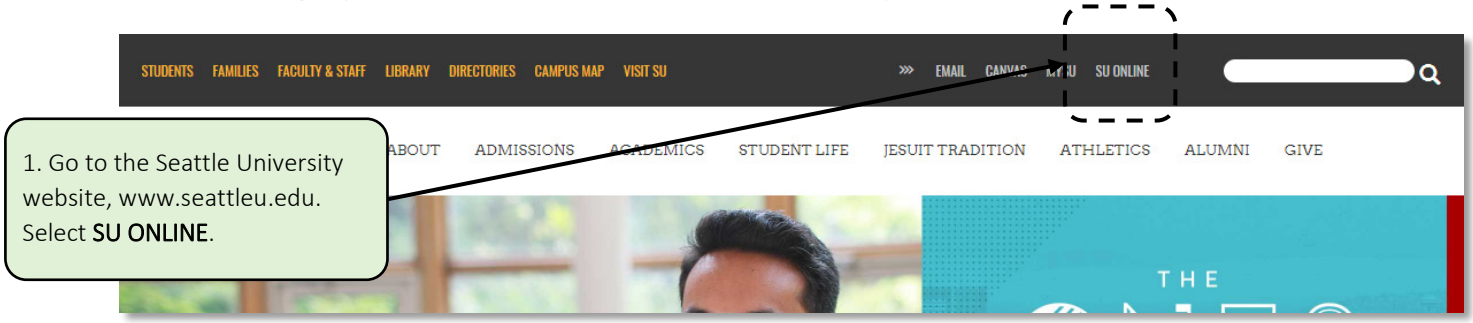


2. Choose your student, and then **Continue**.

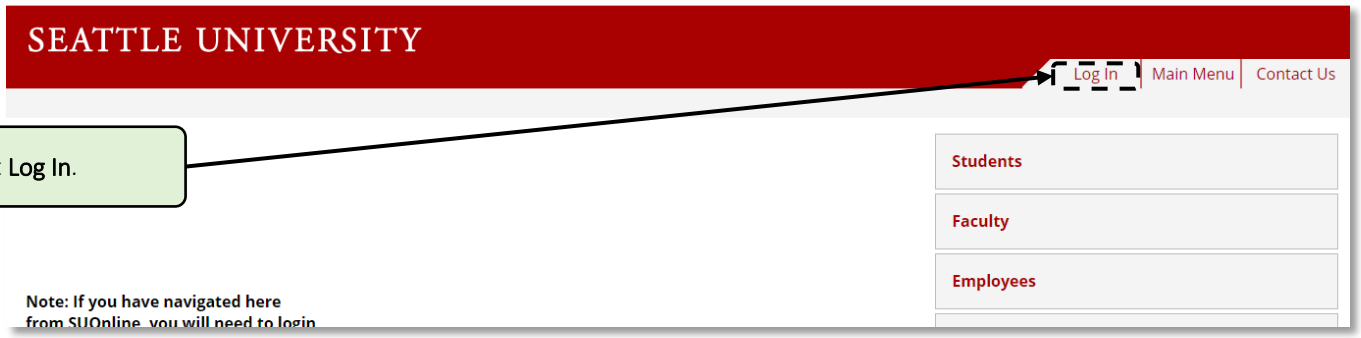


Section 2: Authorized User Access to the Student Account Center

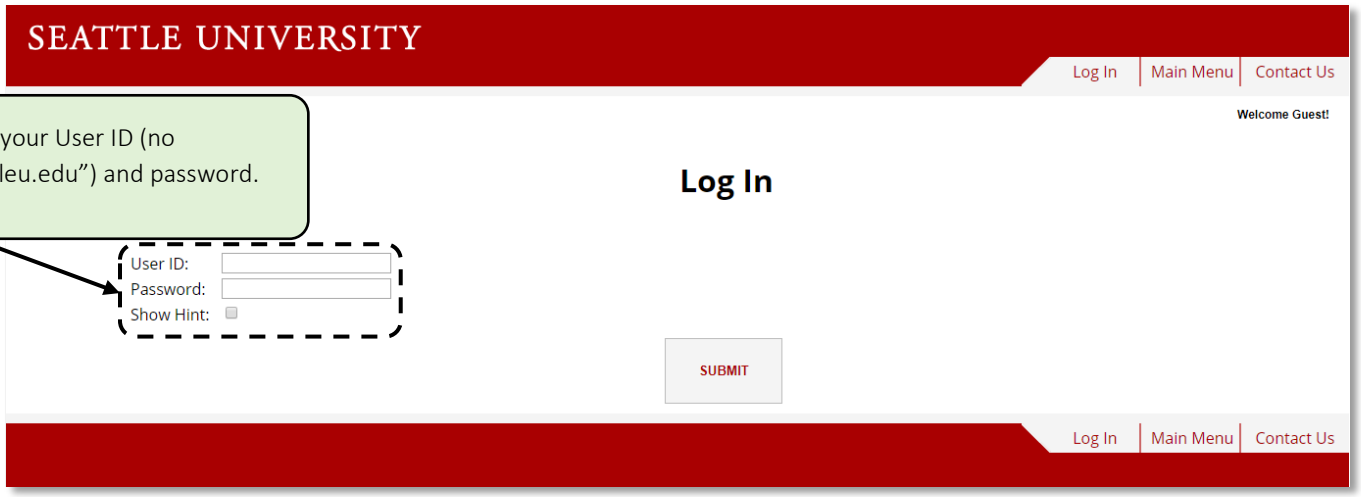
2.1 Students: Setting Up an Authorized User to View and Pay Your Bills and Tax Information



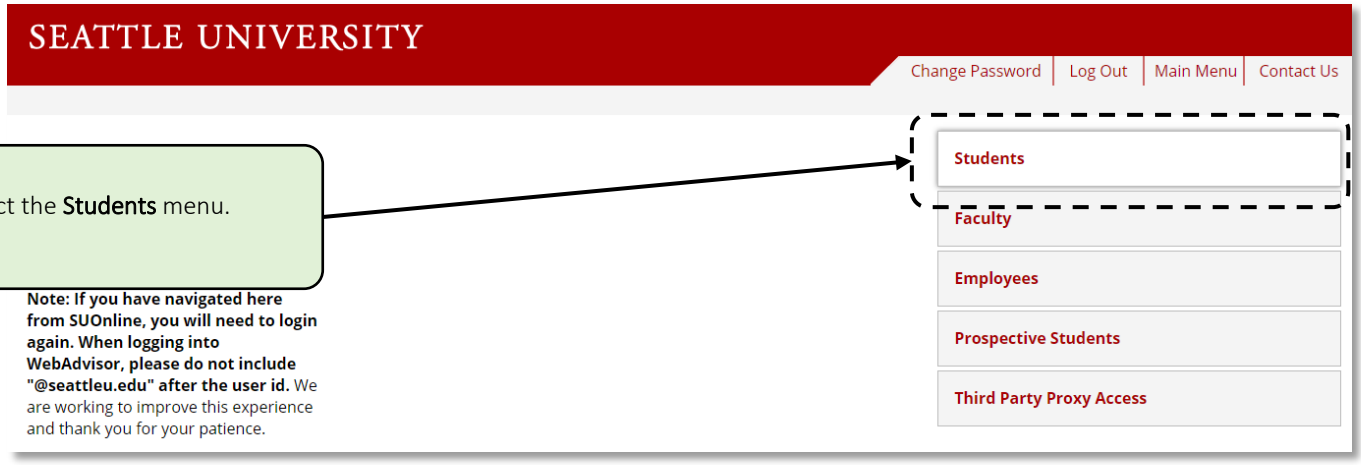
1. Go to the Seattle University website, www.seattleu.edu. Select **SU ONLINE**.



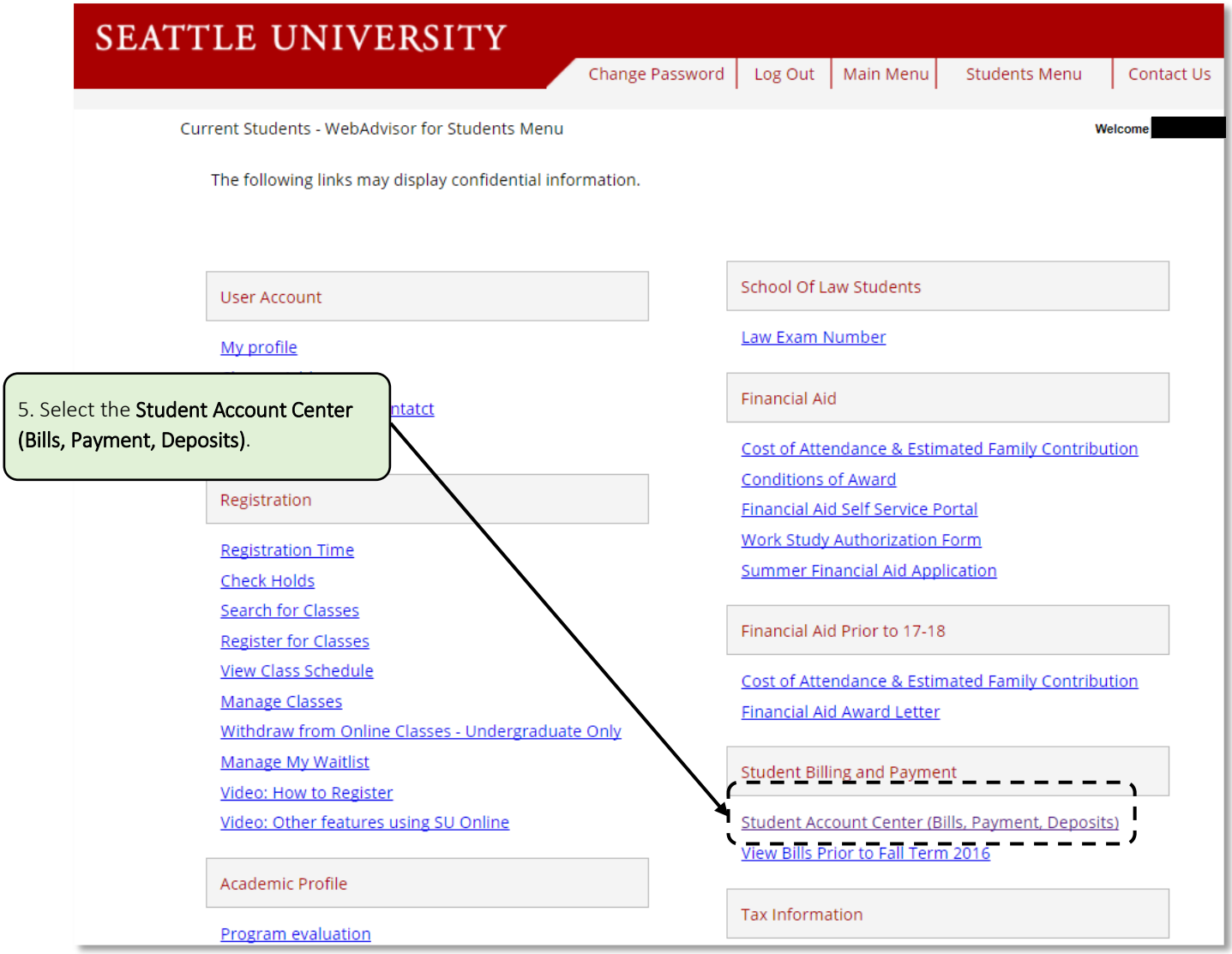
2. Select **Log In**.



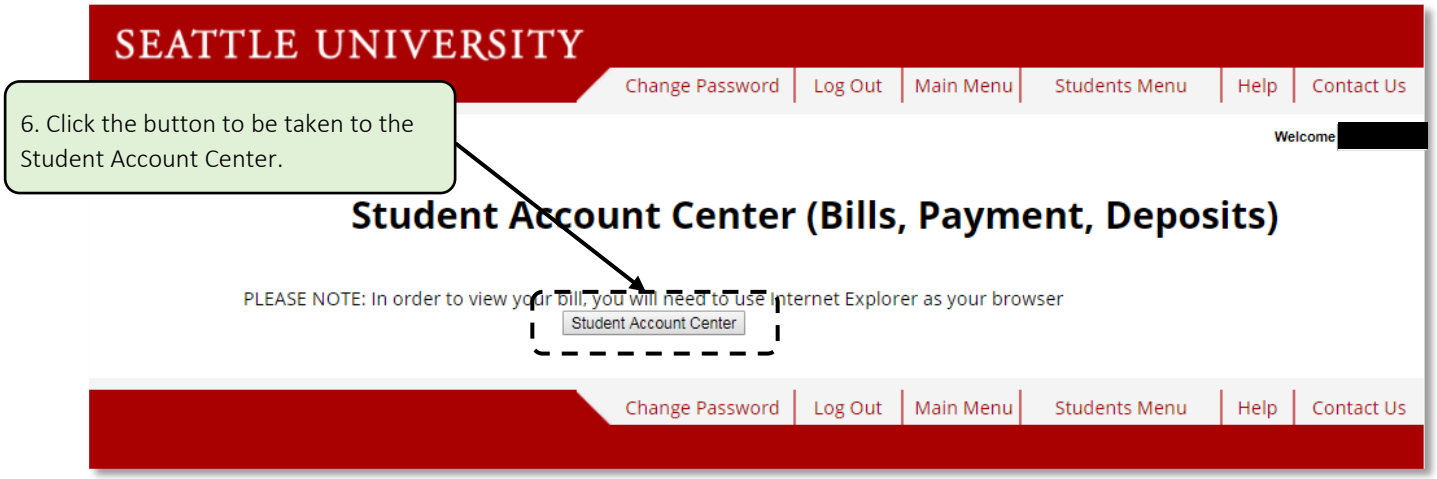
3. Enter your User ID (no "@seattleu.edu") and password.



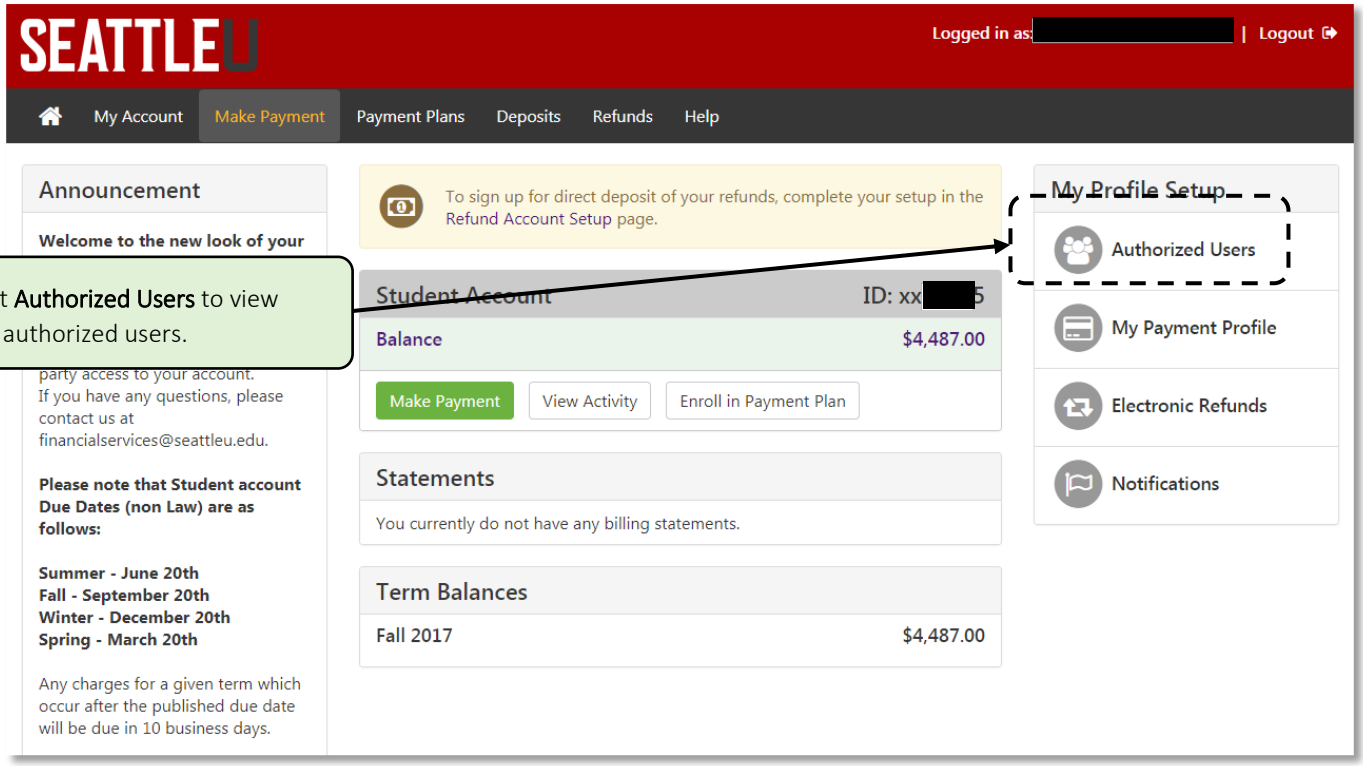
4. Select the **Students** menu.



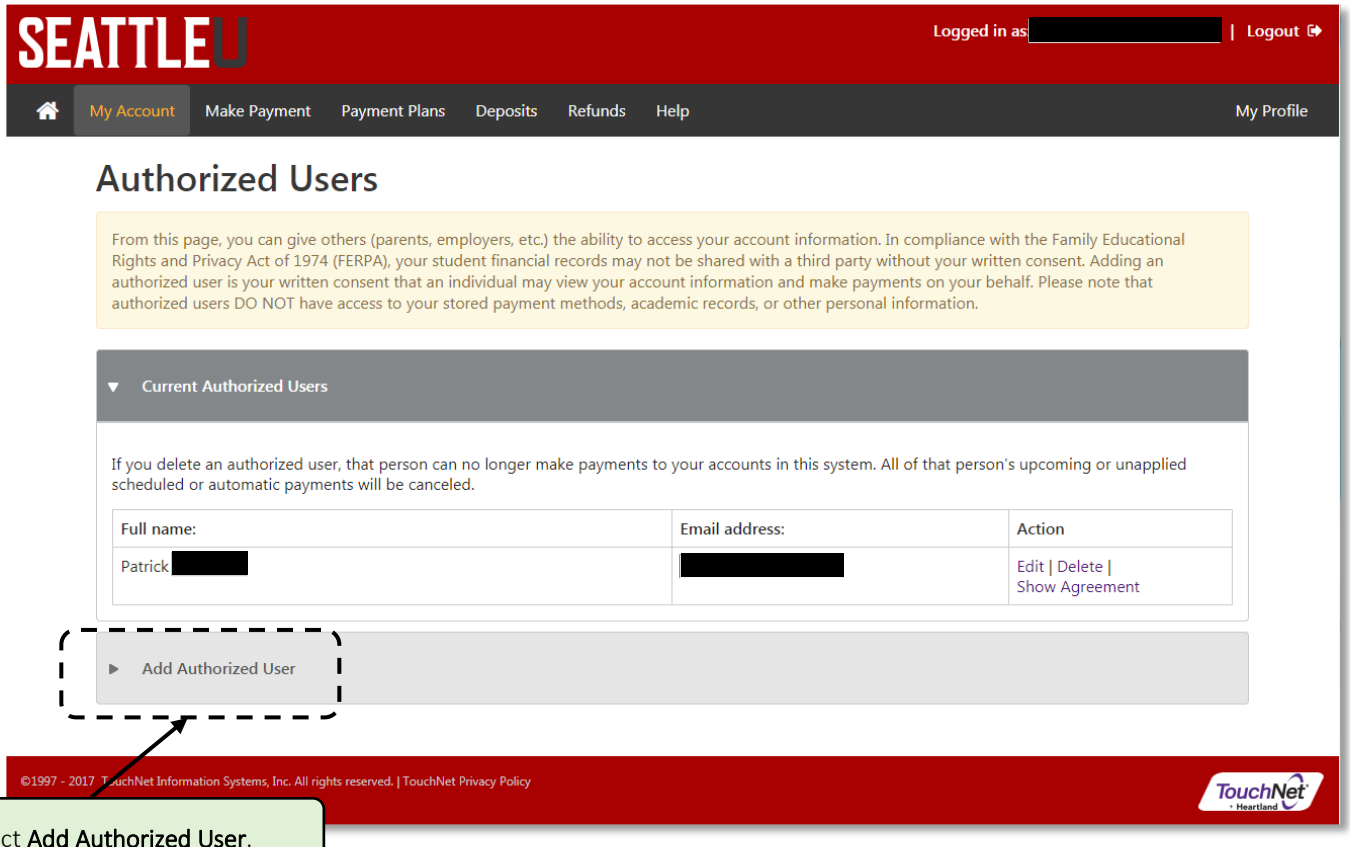
5. Select the **Student Account Center (Bills, Payment, Deposits)**.



6. Click the button to be taken to the Student Account Center.

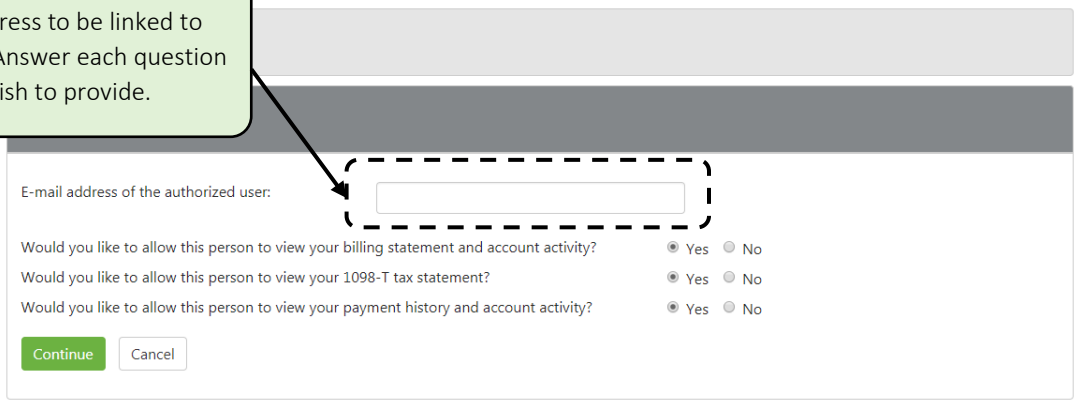


7. Select **Authorized Users** to view current authorized users.

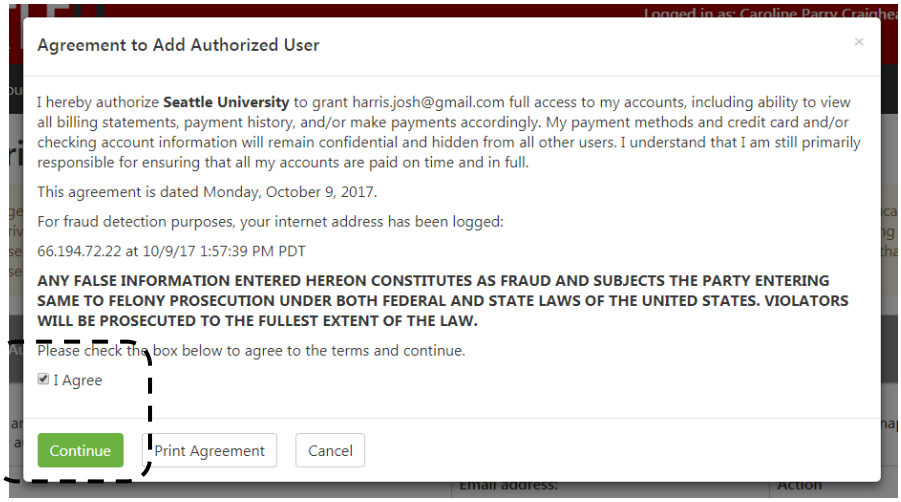


7. Select **Add Authorized User**.

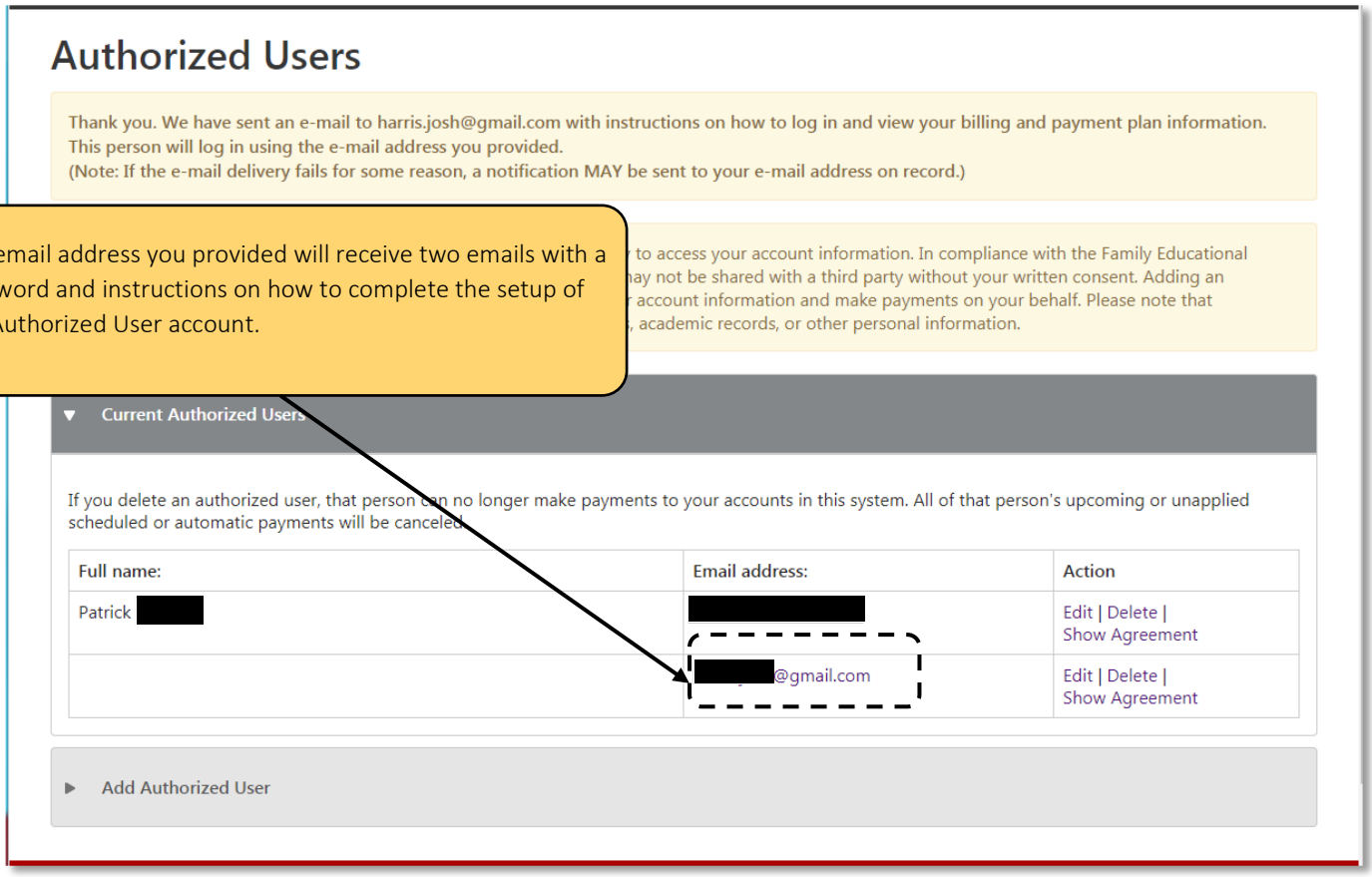
8. Enter the person's email address to be linked to the Authorized User account. Answer each question about the level of access you wish to provide.



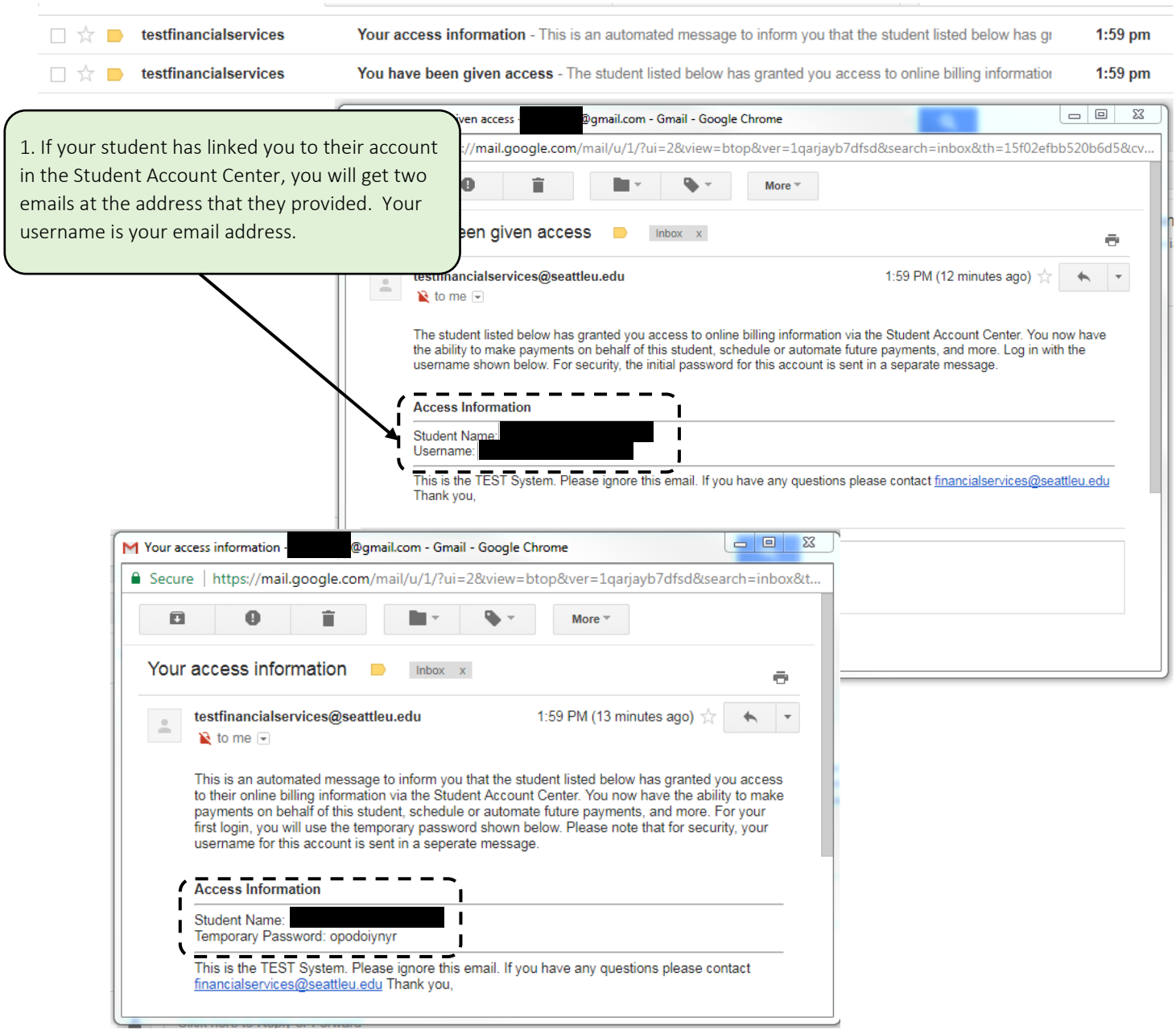
9. Check the **I Agree** box and then select **Continue**.



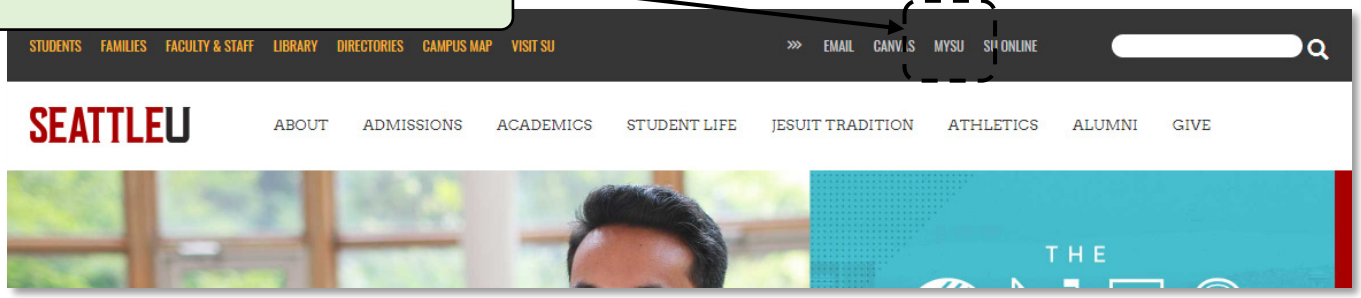
The email address you provided will receive two emails with a password and instructions on how to complete the setup of the Authorized User account.

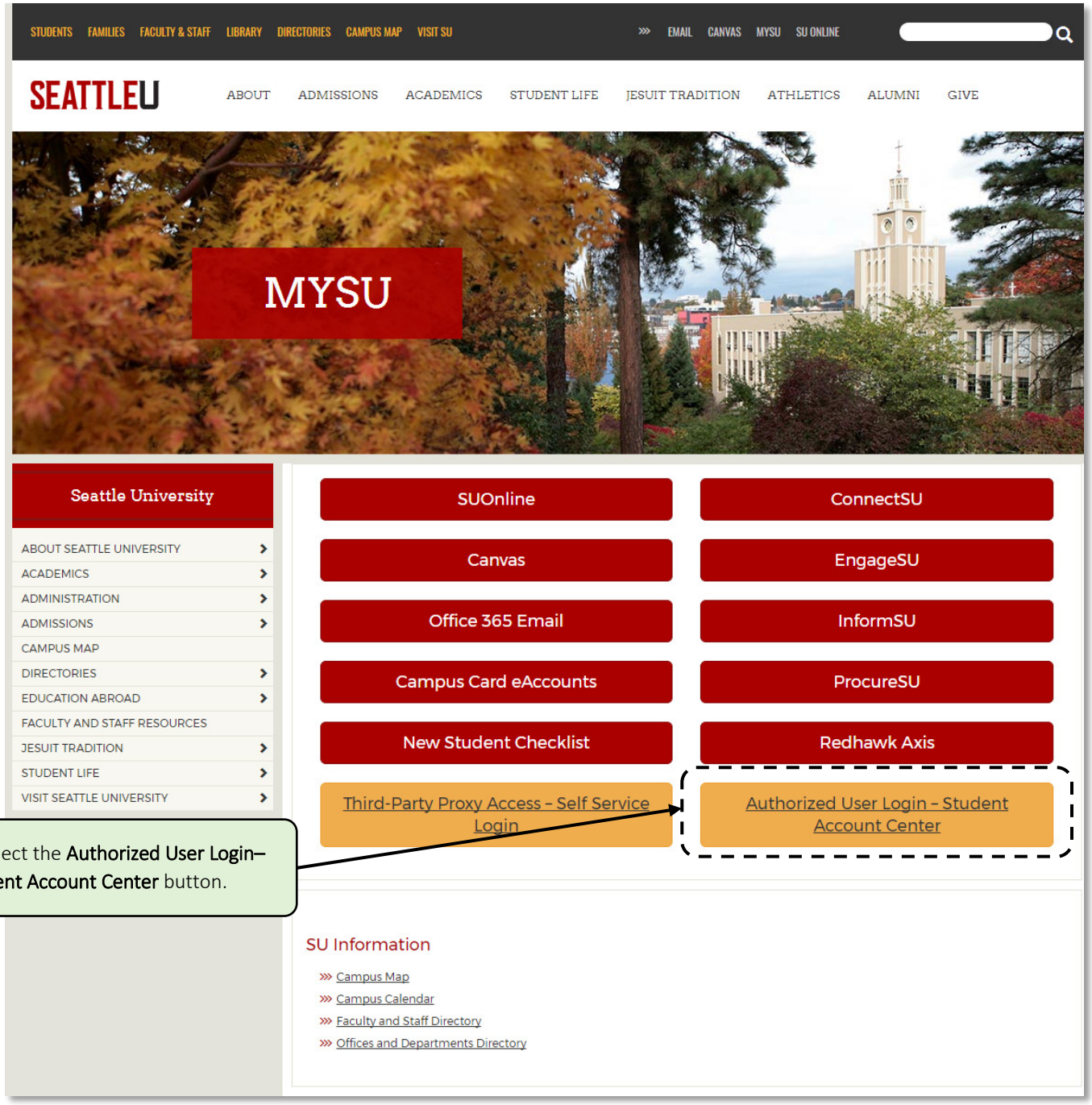


2.2 Authorized Users: Completing the One-Time Setup of Your Account in the Student Account Center

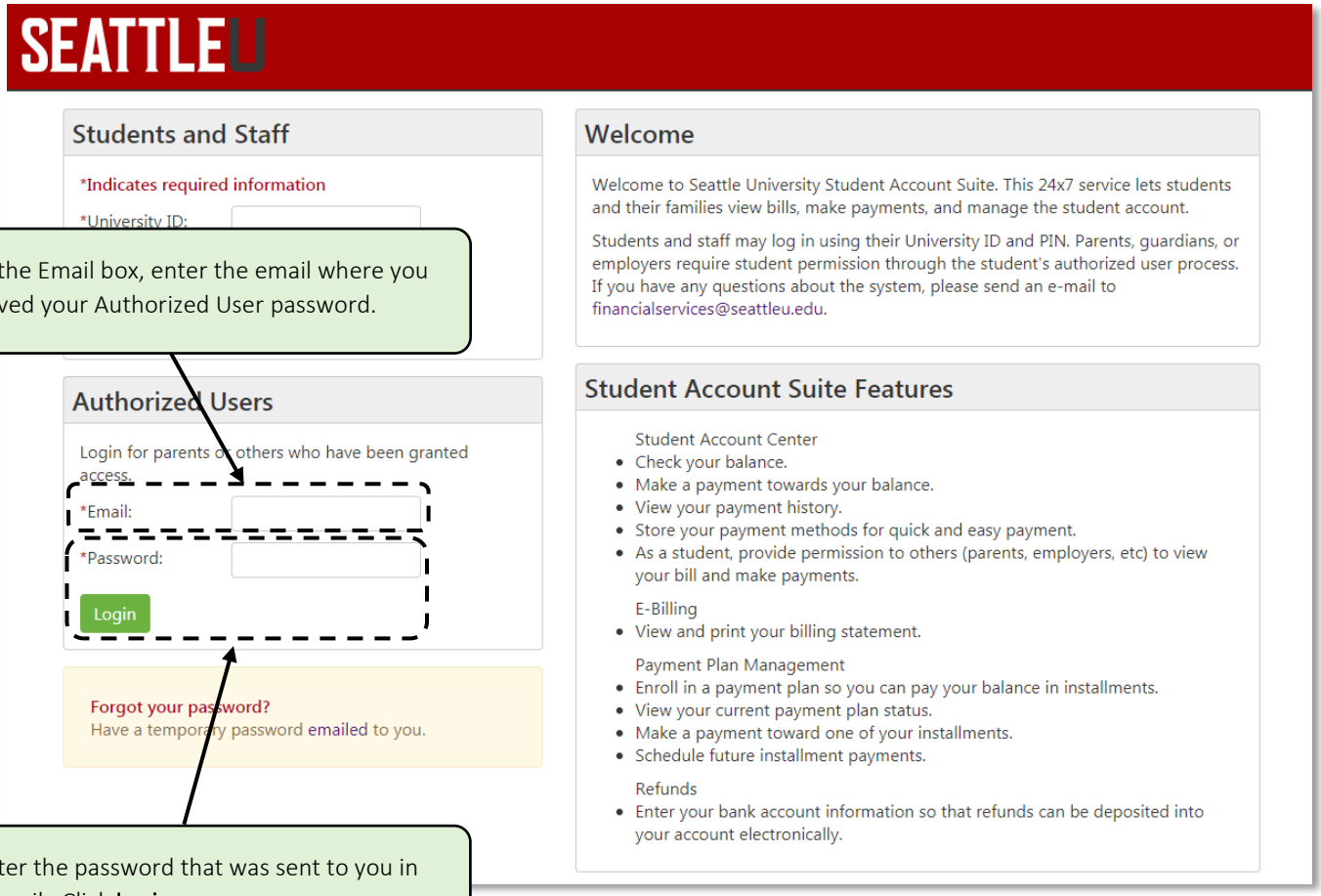


2. Go to www.seattleu.edu and click on **MYSU**.





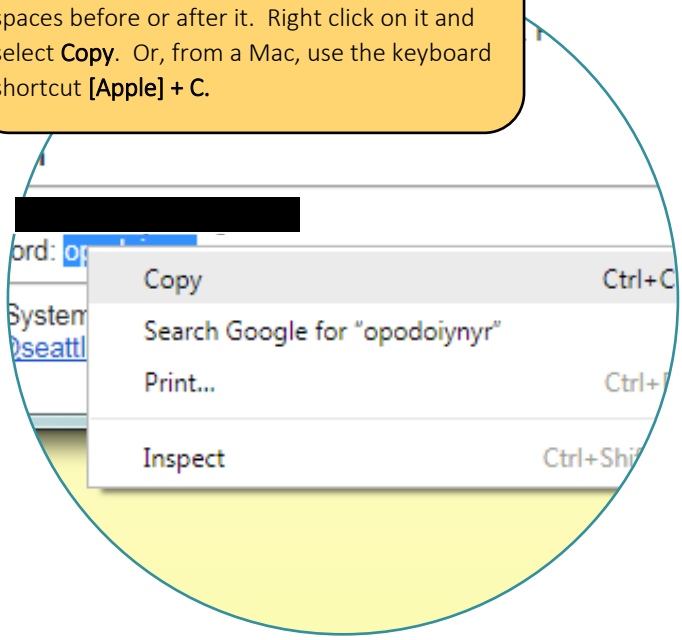
3. Select the **Authorized User Login–Student Account Center** button.

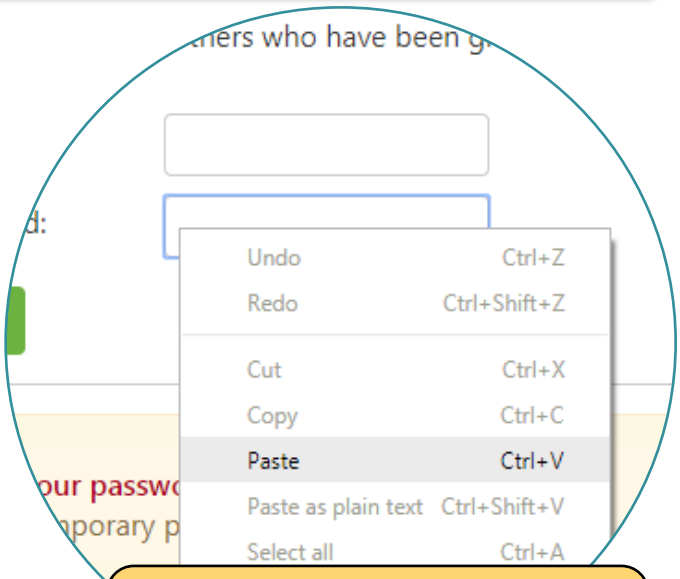


4. In the Email box, enter the email where you received your Authorized User password.

5. Enter the password that was sent to you in the email. Click **Login**.

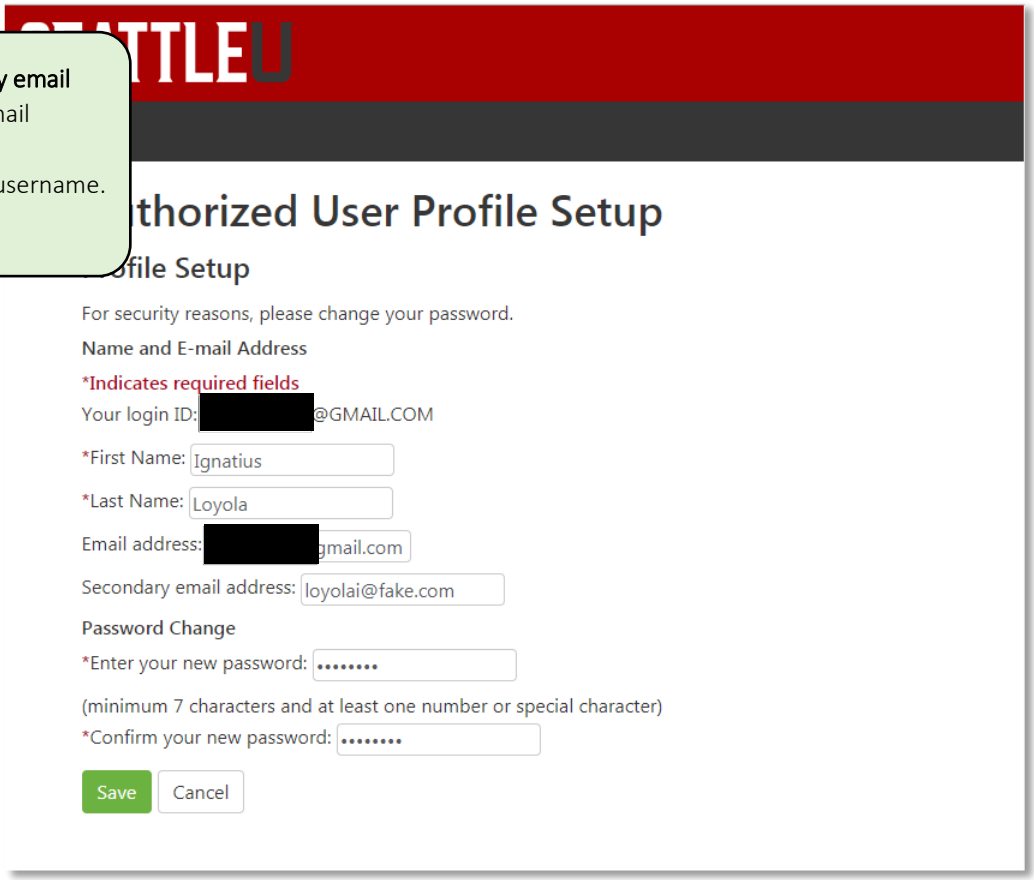
TIP: To make it easier to get the password correct, use **copy** and **paste**. To copy the password from the email, highlight it with your mouse, being careful NOT to include any spaces before or after it. Right click on it and select **Copy**. Or, from a Mac, use the keyboard shortcut **[Apple] + C.**

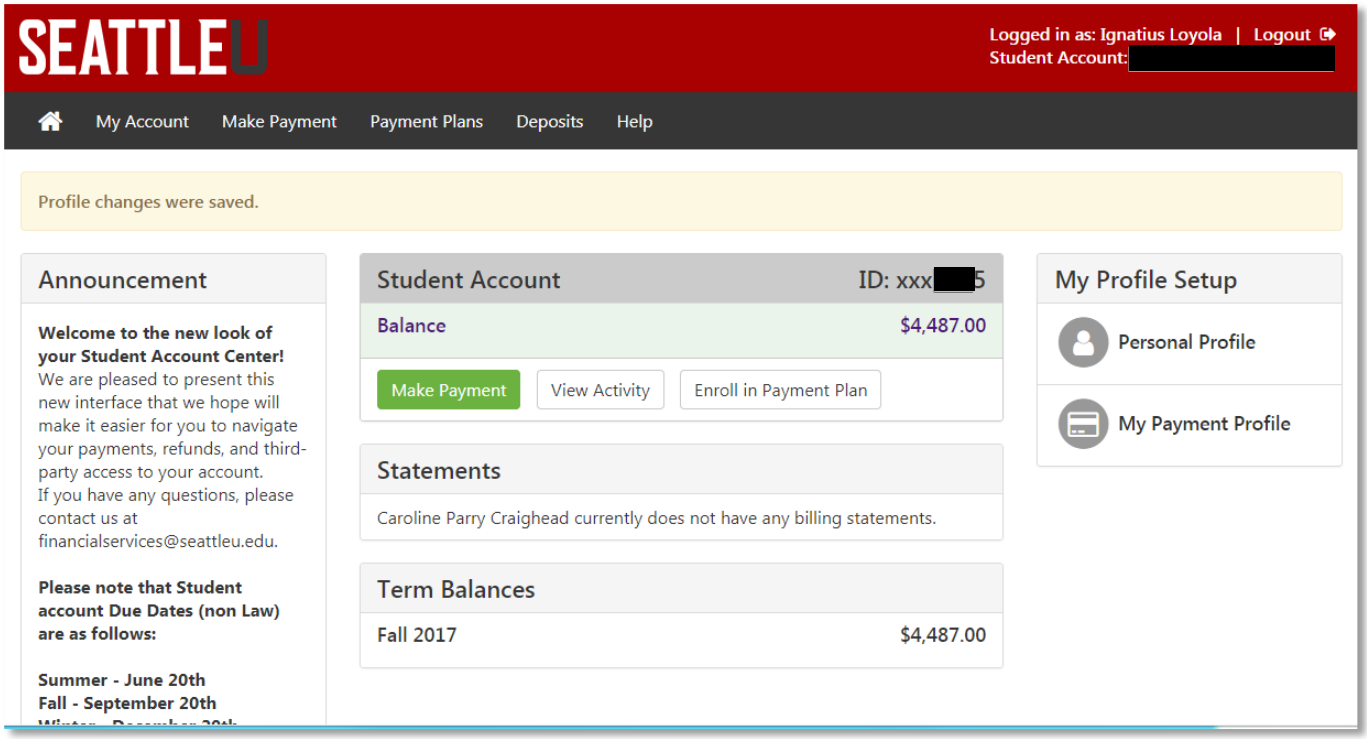




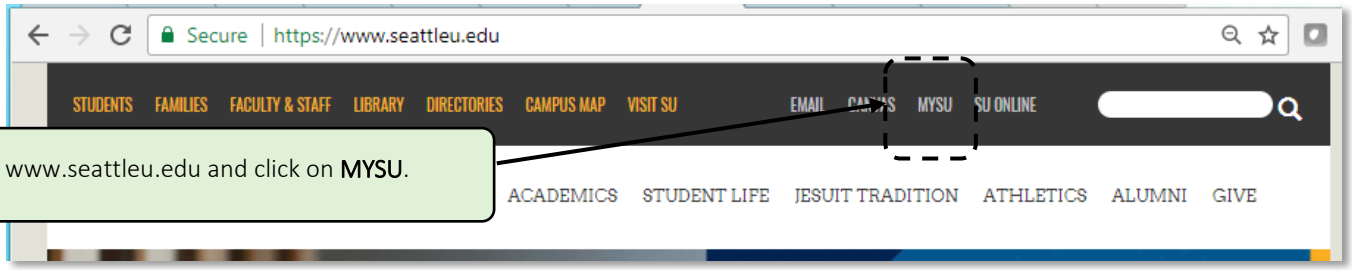
TIP: On the log-in screen, paste the password into the box by right clicking and selecting **paste**. Or, from a Mac, use the keyboard shortcut **[Apple] + V.**

6. Provide your name and a **Secondary email address**, if desired. The secondary email address will receive copies of all correspondence, but is not a second username. Enter a new password, and click **Save**.

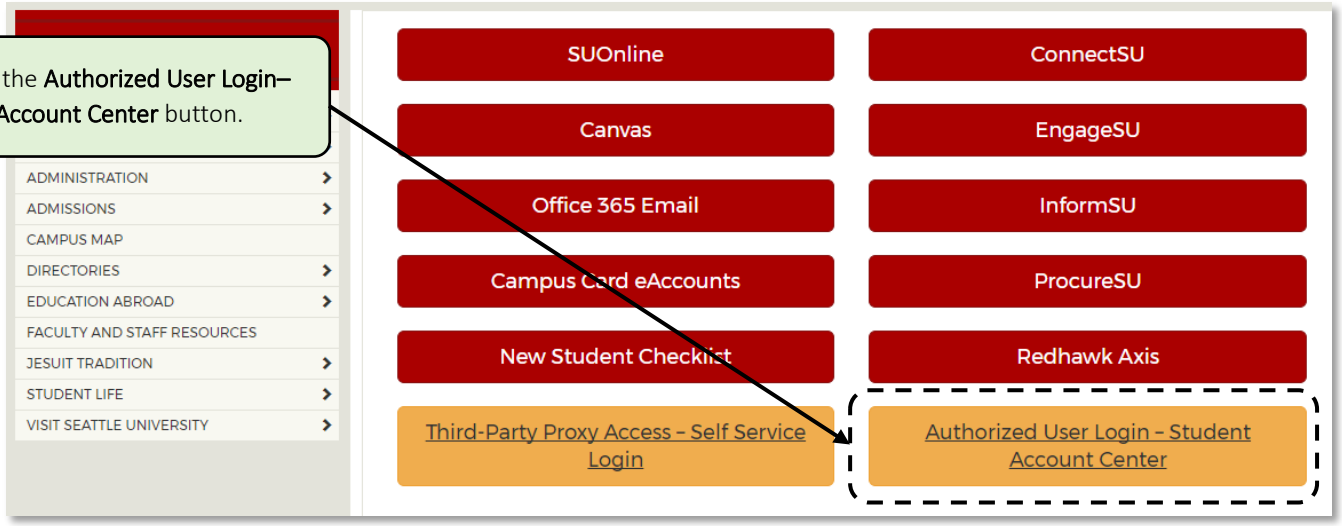




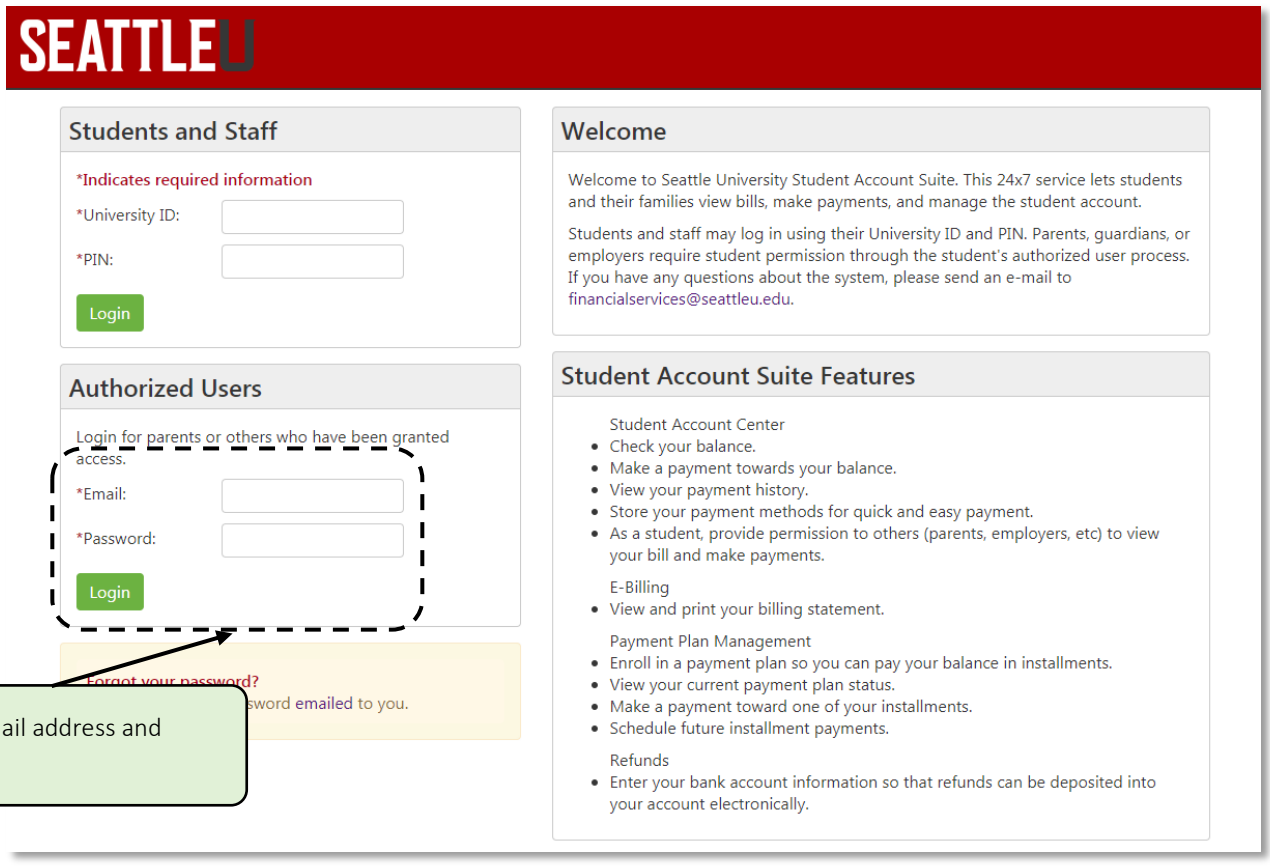
2.3 Authorized Users: Getting to the Student Account Center



1. Go to www.seattleu.edu and click on **MYSU**.



2. Select the **Authorized User Login– Student Account Center** button.

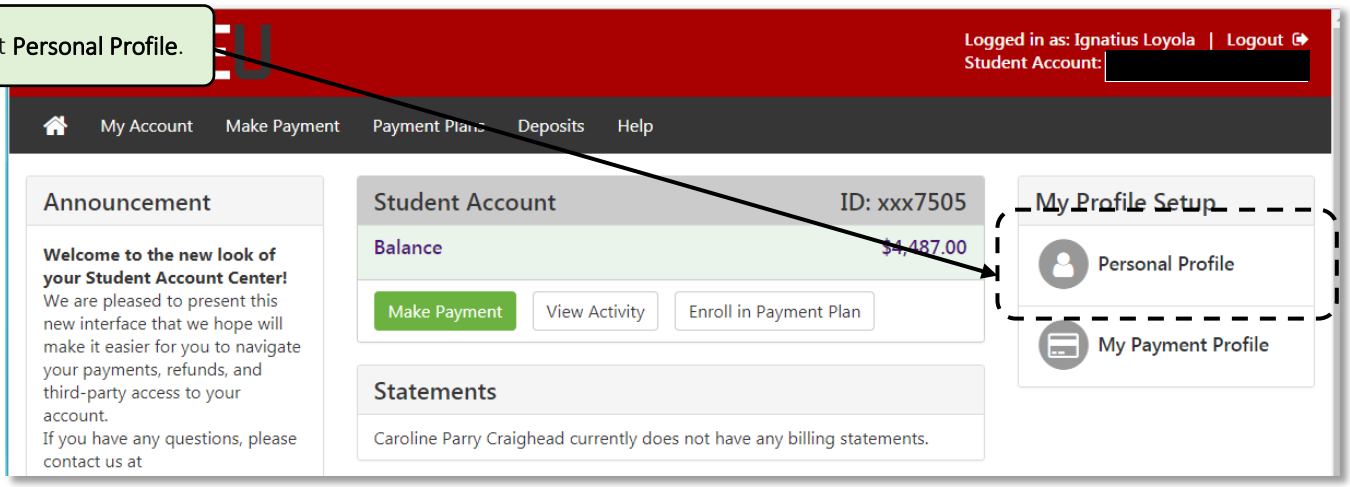


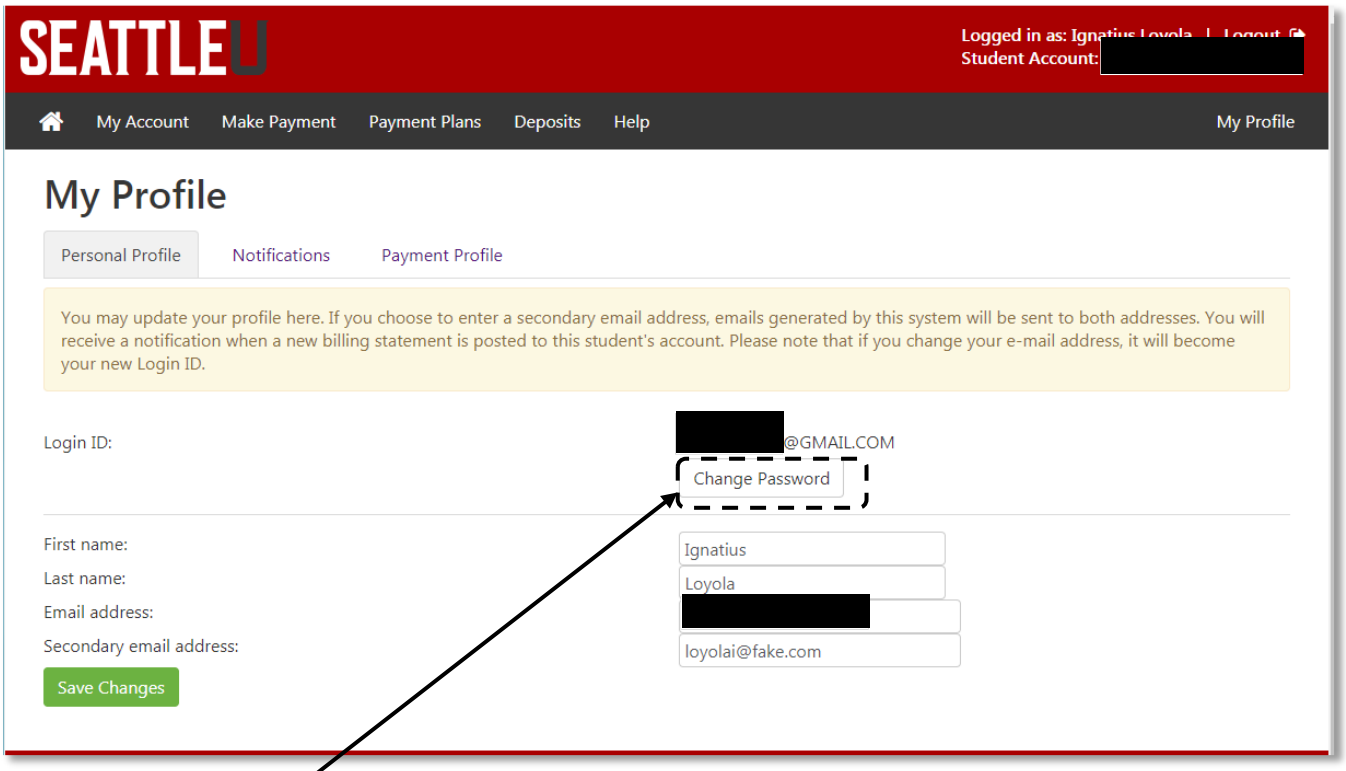
3. Enter your email address and password.

2.4 Authorized Users: Change Your Password to the Student Account Center

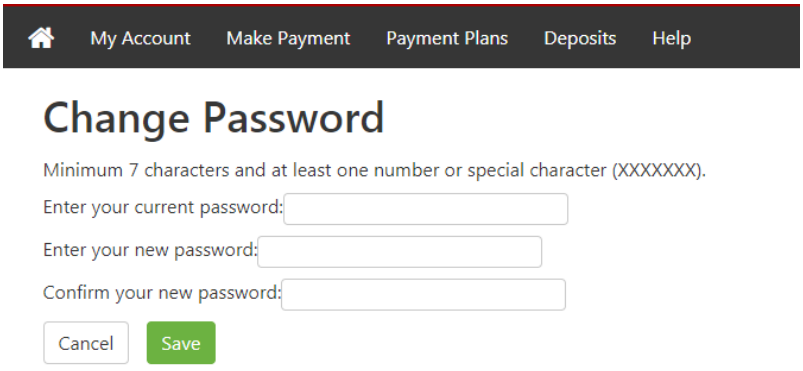
1. Log in to the Student Account Center. (See 2.3, above.)

2. Select **Personal Profile**.



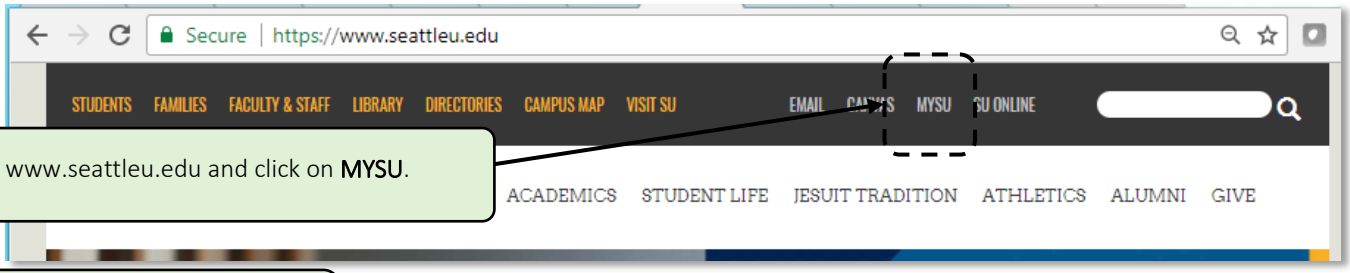


3. Select **Change Password**.

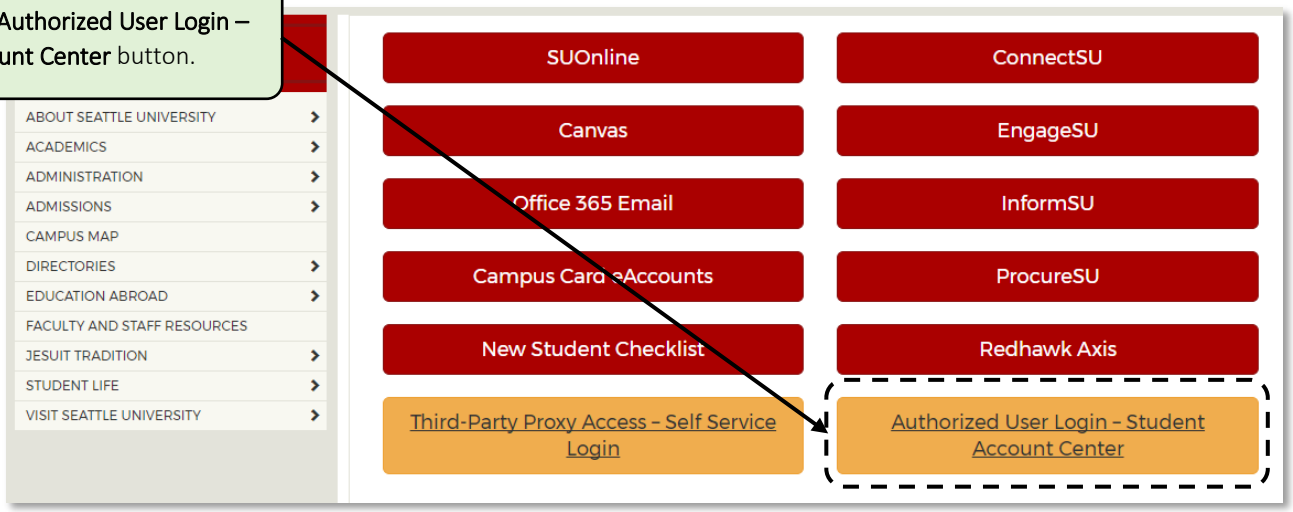


4. Enter your current and new passwords, and select **Save**.

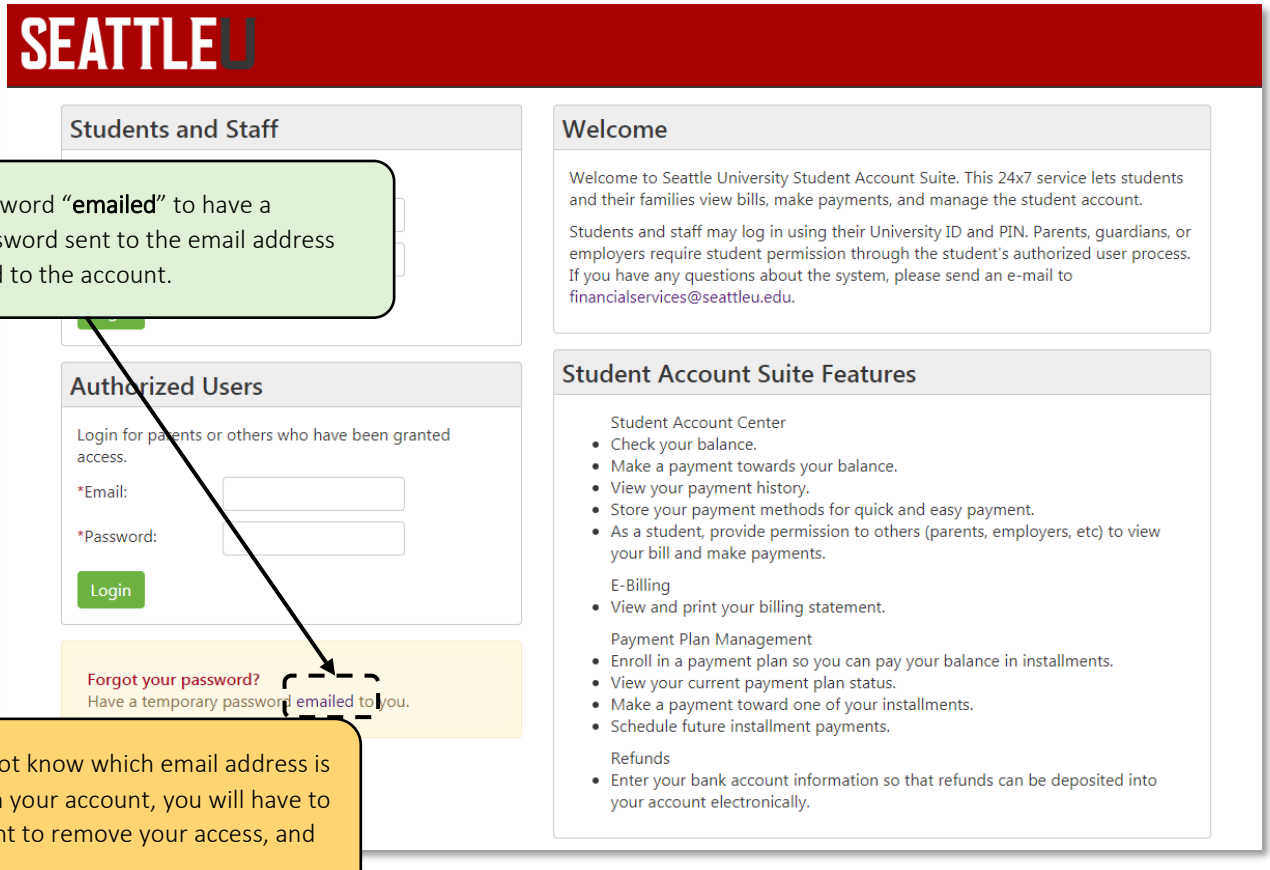
2.5 Authorized Users: Forgot Password for Student Account Center



1. Go to www.seattleu.edu and click on **MYSU**.



2. Select the **Authorized User Login – Student Account Center** button.



3. Click on the word "**emailed**" to have a temporary password sent to the email address you have linked to the account.

TIP: If you do not know which email address is associated with your account, you will have to ask your student to remove your access, and start over.

Section 3: Getting Help

3.1 Third Party Access to Academic Records

For information on granting Seattle University permission to speak to an authorized third party about elements of your academic record, please refer to the Release of Information website. Online access to view your academic records is not available for third parties at this time.

3.2 Who to Contact

Financial Aid – For questions regarding Financial Aid Third Party Proxy please contact Student Financial Services at proxy@seattleu.edu or (206) 296-2010.

Academic Records – For questions regarding Academic Records please contact the Office of the Registrar and Operations at registrar@seattleu.edu or (206) 220-8030.

Technical Issues – For help with technical issues, such as systems being unavailable, email helpdesk@seattleu.edu.