Student Account Proxy Access

We are excited to announce that you now can grant or obtain proxy access to view online Student Account and Financial Aid information. Students may grant proxy access if they wish. If you would like proxy access, please work directly with your student.

Once access is granted by the student, the proxy will receive two emails: one containing a username and the other with a temporary password.

Proxy users will need to use the link below to access Self-Service. Once the proxy logs in for the first time with their username and temporary password, they will be prompted to create a new password.

https://selfservice.cazenovia.edu/Student/

Below are brief instructions for students and proxy users.

**Granting Proxy Access for Student Accounts and Financial Aid Information (Student Instructions)**

From the home page in Self-Service, click on your username at top-right of the page. Select "View/Add Proxy Access" from the drop-down menu.
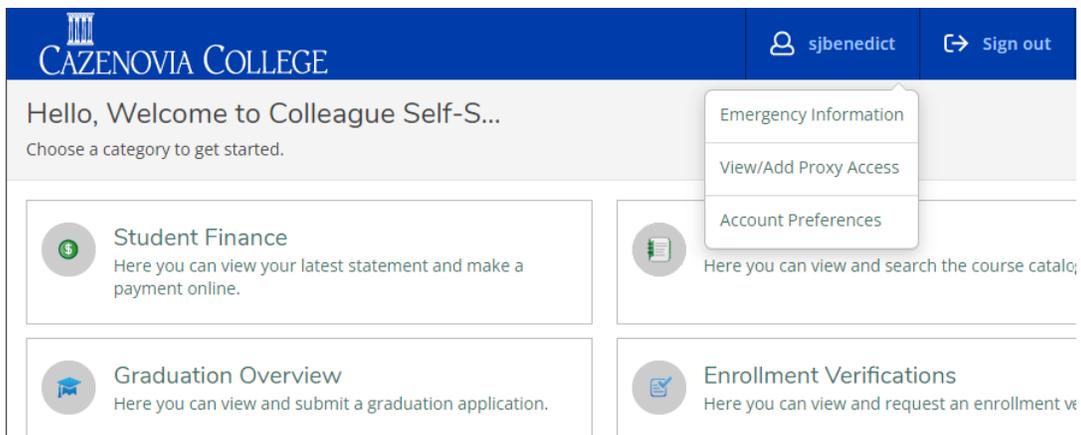
On this screen, select your Proxy. If you need to add someone not listed, please email registrar@cazenovia.edu (please put "Proxy" in the subject line of your email) or stop by the Enrollment Services Center on the first floor of Coleman Hall (next to the mailroom) to request the required form to complete. If you receive an error that the proxy you select does not have an email address, email registrar@cazenovia.edu with the proxy's email address and we will update it.
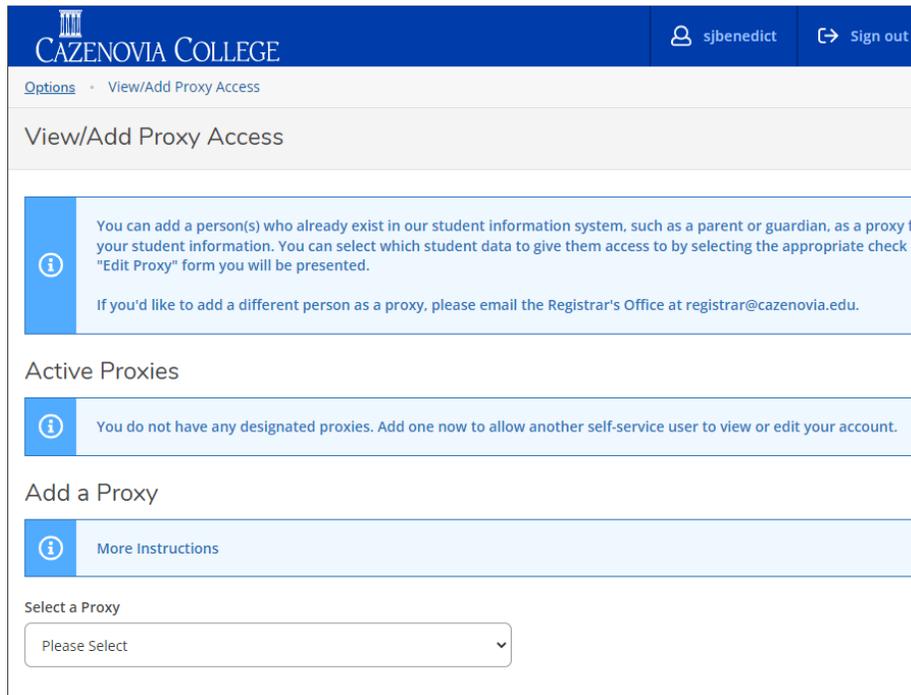
On this screen select if you want the Proxy to have Complete Access or Select Access. If you chose Complete Access, all options will automatically be checked. If you chose Select Access, you will need to manually check the boxes of the options you want your proxy to have access to.
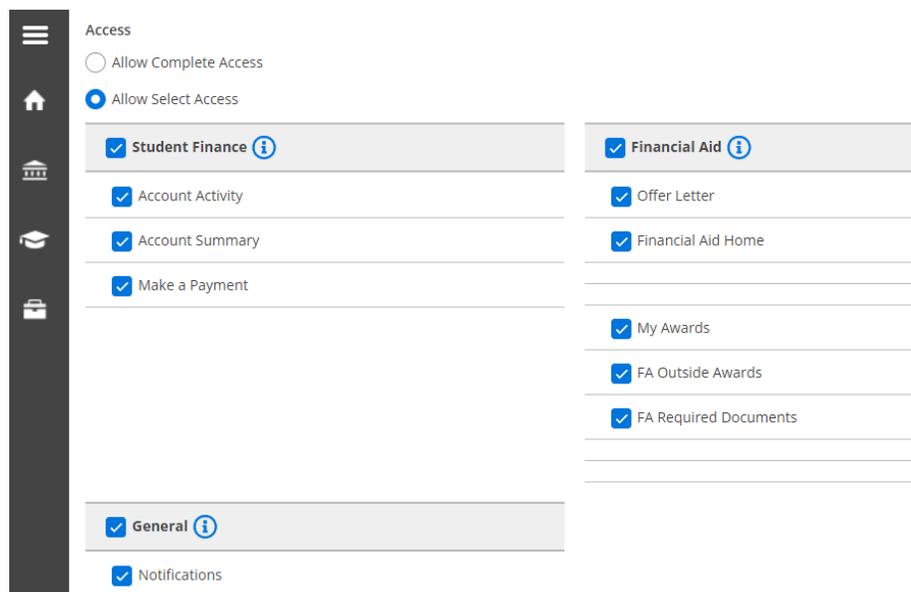
Once you have selected the access that you would like to grant to your proxy, read the disclosure agreement. If you agree to the terms, then click the box beside of it and click Save.

Disclosure Agreement

By checking the box below I am agreeing to give online access to my electronic account. I hereby grant permission for the person(s) I have authorized access to my education records maintained by Cazenovia College, including, but not limited to academics, billing, financial aid, and grades, for the purpose of supporting my educational goals. I further understand that I may revoke portions or all access at any time by editing access for proxy users.

For more information about student privacy rights under the Family Education and Privacy Act of 1974, as amended, see: *FERPA Information*

☑ I authorize the institution to disclose my information to this party

Cancel   **Save**

You will get a notification that the person was added successfully. If you need to change or delete proxy access, click on the pencil on the right to edit information.
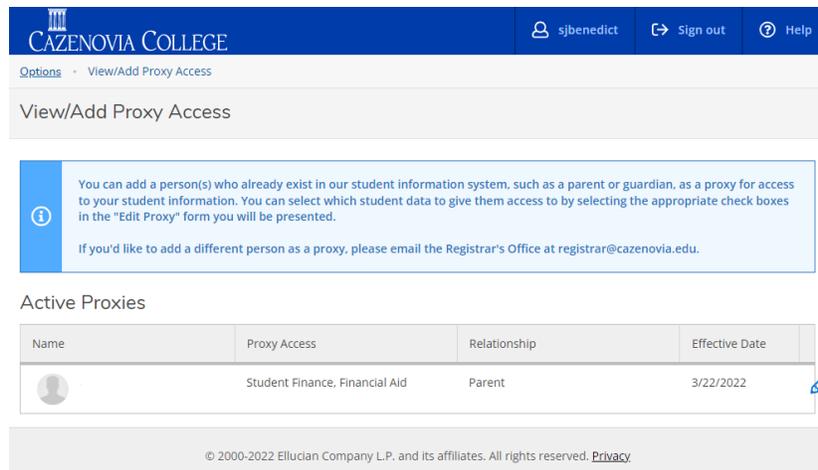

In this pop-up you can make changes to access or delete someone's access completely.
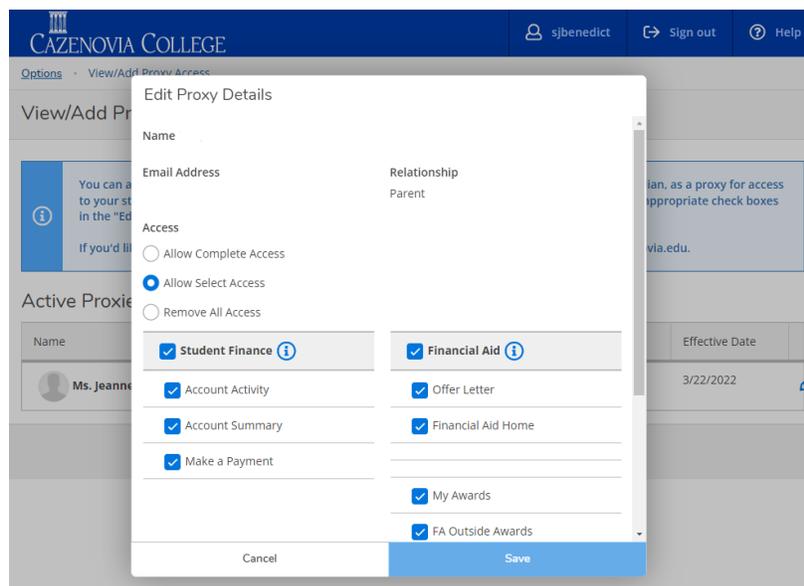
Proxy User Instructions

Once a student adds you as a proxy to view their account, you will receive two separate emails from registrar@cazenovia.edu. First, the email below, which will contain your Username. You will receive another separate email that will contain a temporary password.
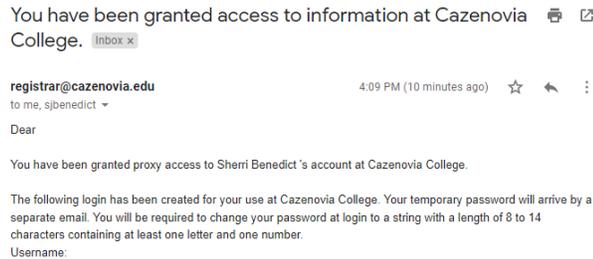

You can access Self-Service directly at https://selfservice.cazenovia.edu/Student/. You will log-in for the first time using your username and temporary password. You will be prompted to reset your password. Your new password must be a string with a length of 8 to 14 characters containing at least one letter and one number. Once successfully logged in, you will see the student(s) that have given you proxy access. Select the student you want to view and click "Continue."

You will see the menus that the student has granted you proxy access to.
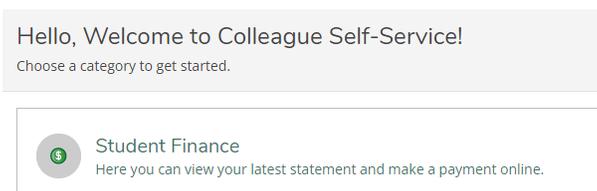
To view a different person's information, click on **Change User** at the top of the screen. If you selected your own name in the Person Proxy window, you'll need to click on your username at top of screen and select Change Proxy User to access information for a student.
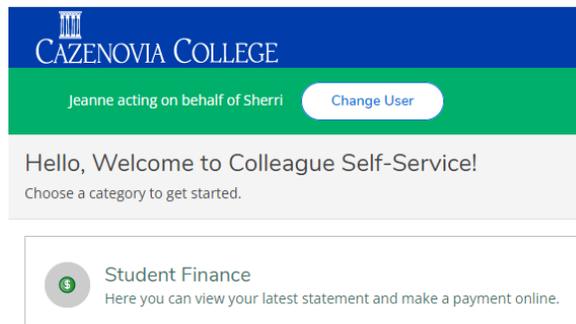
Frequently Asked Questions by Proxies (Parents/Guardians)

Who do I contact if I have a question about Proxy?
For log in questions including forgotten usernames or passwords, contact our ICT helpdesk at (315) 655-7777. For any other questions, contact the Enrollment Services Center at (315) 655-7888 or email enrollmentservices@cazenovia.edu.

How can my student add an additional proxy user that is not already listed in Self-Service?
The student will need to email the Registrar's Office at registrar@cazenovia.edu or stop by the Enrollment Services Center located on the first floor of Coleman Hall (near the mailboxes) to complete the required form. The Registrar's Office will add the new user to the student's *Select a Proxy* drop-down selection, but the student will need to give the proxy user access to their account in Self-Service.

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 has complete control over the access for their account.

Can Caz staff make updates to what a proxy can view for a student?
No. College staff cannot change the permission settings for proxies. Only the student granting the proxy access can change the permissions that are granted.

A proxy used to be able to see the information, but now cannot. What happened?
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.

A proxy received an e-mail stating that proxy access has been updated or removed. What happened?
The student has modified or removed the access to his or her account. Only the student can change a proxy's access. No one at Caz can do so.

I am a proxy for my student. How do I log into Self-Service?
The Self-Service web address is https://selfservice.cazenovia.edu/Student/. Use the username that was sent to you via email and the password that you selected.

I am a proxy for my student. I want to pay the tuition bill. How do I do that?
After you have accessed your student's account, click on **Student Finance**, then click on **Make a Payment**. Click the checkbox to the left of the correct semester (there may be more than one). Then at top of screen, select your payment method. After the appropriate account information has been entered, Click **Pay Now**.