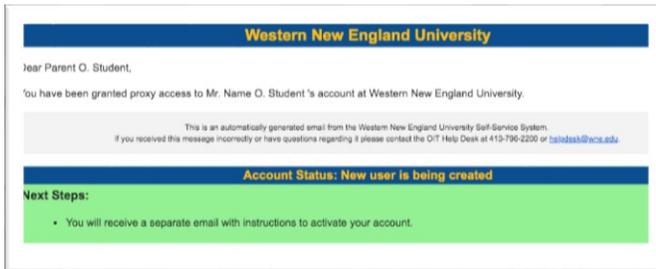
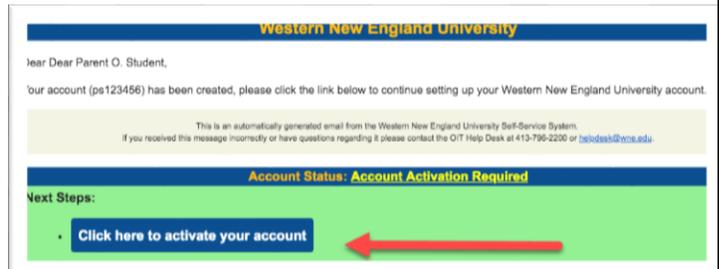


Proxy Access provides an opportunity for students to grant online access to their student academic record or financial information using Colleague Self-Service. This is called granting “proxy access,” and the other person is referred to as the proxy. The most common scenario is granting a parent or spouse access to a student’s information. Access is granted by the student, who must provide a valid e-mail address as well as other information for the designated proxy.

1. You will receive an email indicating that your username is being created:

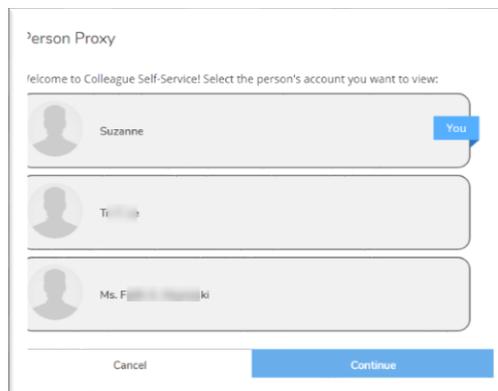


You will receive a second email that contains a link to the website where you can activate your account.



2. After you have successfully setup your account, log into Self-Service at <https://selfservice.wne.edu> with your username and password.

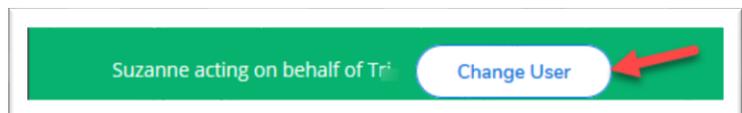
3. Click on student name in the Person Proxy window. Anyone that has given you proxy access to their information will be listed.



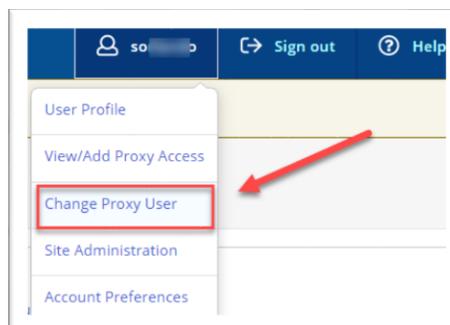
4. Your view in Self-Service will differ depending on what areas you have been given proxy access to.

- To view/pay the tuition bill, click on **Student Finance**, go to Account Summary, and click on **Make a Payment**.
- To view Grades, click on **Grades**, and then click on appropriate semester.

5. To view different person’s information, click on **Change User** at top of 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** in order to access information for a student.



Frequently Asked Questions by Proxies (Parents/Guardians)

How do parents or legal guardians gain access to Proxy Access?

Users gain access by being granted permission by the student. Once the necessary steps are completed by the student, a designated proxy will receive two email messages. One will indicate that the account has been created, and will provide the username. The other will provide a link to a website where you can create your password.

What should be done if a proxy forgets their username and/or password?

Please call the OIT helpdesk at 413-796-2200 for assistance.

I am having trouble setting up my account. Is there someone that can walk me through the process?

Yes, please call the OIT help desk at 413-796-2200 for assistance. They are available M-F from 8:30-4:00.

Why would only one child's name appear as a selection for a proxy with more than one child attending WNE?

Each student that has identified you as a proxy will be listed when the you log into Self-Service. When the student is selected, those areas that the student has authorized you to see will be shown. 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, that student 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 has complete control over the access for their account.

Can WNE 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 WNE 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.wne.edu>. Use the username that was sent to you via email and the password that you selected.

Can I contact Western New England University if I have a question about Proxy?

Yes, if you have a question regarding the proxy access process, you can email questions to records@wne.edu or call Enrollment Services at 413-796-2080.

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. You may pay by electronic check or credit card. After the appropriate account information has been entered, Click **Pay Now**.