Access BGSU – Proxy Process

PROCESS OVERVIEW
Access BGSU provides the Student with the ability to share their information with a proxy of their choice.

- Bursar Information
- Financial Aid Information
- To Do List
- Holds
- Grade Information

TERMINOLOGY
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delegation</td>
<td>The act of granting access to another person.</td>
</tr>
<tr>
<td>Delegator</td>
<td>This is the student; the person that grants access to another person.</td>
</tr>
<tr>
<td>Proxy (contact)</td>
<td>The person that is granted the access. (parent, spouse, relative, etc.)</td>
</tr>
</tbody>
</table>

PROXY’S ROLE
- Must accept the delegation request to gain access to the student’s information.
- Must agree to the Terms and Conditions before information can be viewed.
- Has view only access to the student's information - cannot change any data.
- Can have access to multiple student accounts at the same time.

SECTION I
EMAIL LINK
1. **Open email message** from familyaccess@bgsu with the message that Access has been granted to you.
2. **Click on the link** inside the email.

**Please do NOT reply to this email message. The mailbox is not monitored.**

SECTION II
CREATE AN ACCOUNT

To access the BGSU Student Data, you will be guided through the steps to create a BGSU User ID. Use the same email address to which this notification was sent.

1. Click the link to access the BGSU Student Data. You will be guided through the steps to create a BGSU User ID. Use the same email address to which this notification was sent.
2. Accept or decline the 'Terms and Conditions' for accessing BGSU Student Data. **NOTE:** If you decline the 'Terms and Conditions', your access to the student's data will not be granted.
3. If you accept, enter the following two pieces of information:
   a) The Security Key: (will help you log in)
   b) The password to which this notification was sent.

Any questions should be directed to the Technology Support Center by calling (419) 372-5000 or emailing the web site webtechnicalhelp@bgsu.edu.
1. If this is your first time accessing Access BGSU, fill in all the blanks to create a new account.

2. Click on Create Account.

3. If you already have an account, and an additional student grants you access to their information, you should use your existing account to login. Enter your email address and password in the Returning User Login section.

Proxy can enter a different email address here if the student didn’t set them up with their preferred email address.

4. Read the Terms and Conditions.

5. Check the box to accept terms and conditions.

6. Type Security Key (this was in the email sent to you).

7. Type your email address. (This must be the same email address that the student setup where the link and Security Key was sent.)

8. Click on Submit.

SECTION III
PASSWORD CONTROL

Click on the Password Control icon or blue underlined text to create a security question in case you forget your password and need to reset it later.
1. Click on Change or setup forgotten password help.

2. **Select a Question** from the drop down list.
3. **Type the answer** to the question in the Response box.
4. Click on OK.

5. Click on Home.

**SECTION IV**

**VIEW BILL & MAKE PAYMENT**

Click on the View Bill & Make Payment icon or blue underlined text to view billing and payment information and payment options.

1. **Click on Student’s Name.**

   *Make sure you have pop-ups enabled so that a new window can open.*
The Bursar information will open in a new browser window titled CASHNet.

- You will now be able to view Frieda’s bills or make a payment.
- Click on Sign Out when finished.
- Close this browser tab.
- Click on the Access BGSU browser tab to continue.

### SECTION V
**VIEW FINANCIAL AID INFORMATION**

Click on the View Financial Aid Information icon or blue underlined text to view financial aid and scholarship information.

1. Click on Search for a list of all options.
2. **Select the aid year** that you want to view.

<table>
<thead>
<tr>
<th>Aid Year</th>
<th>Institution</th>
<th>Federation</th>
<th>Description</th>
<th>Offered</th>
<th>Accepted</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>Bowling Green State University</td>
<td>1,959.00</td>
<td>Tribal</td>
<td>1,959.00</td>
<td>1,959.00</td>
</tr>
<tr>
<td>2016</td>
<td>Bowling Green State University</td>
<td>1,959.00</td>
<td>Academic</td>
<td>1,959.00</td>
<td>1,959.00</td>
</tr>
<tr>
<td>2017</td>
<td>Bowling Green State University</td>
<td>1,959.00</td>
<td>Financial Aid</td>
<td>1,959.00</td>
<td>1,959.00</td>
</tr>
</tbody>
</table>

3. You can now view the Financial Aid Award Summary for that year.

4. Click on Return to Aid Year Selection to view another year, or click on **Home** to return to the main menu.

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**SECTION VI**

**VIEW TO DO’S**

Click on the View To Do’s icon or blue underlined text to view pending items such as submission of financial aid documents, transcripts, completion of loan entrance counseling etc.
1. **Click on Search** for a list of all options.

2. Frieda does not have any to do’s listed.
3. **Click on Home** to return to the main menu.

### SECTION VII

**VIEW HOLDS**

Click on the View Holds icon or blue underlined text to view holds for specific services such as collection issues, registration holds, release of transcript and/or diploma, financial aid holds.

1. **Click on Search** for a list of all hold options.

2. **Select the hold** that you want to view.
3. More detail about the hold will be displayed.
4. **Click on Return** to go back to the holds menu, or **Home** to go back to the main menu.

<table>
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<tr>
<td><strong>SECTION VIII</strong></td>
</tr>
<tr>
<td><strong>VIEW GRADES</strong></td>
</tr>
</tbody>
</table>

Click on the **View Grades** icon or blue underlined text to view grades at the end of the semester, as well as the semester and cumulative GPA.

1. **Click on Search** for a list of all options.

2. **Select the term** that you want to view the grades for.

3. **Click on Continue.**
4. Frieda’s grades for that term will be displayed.
5. **Click on Home** to go back to the main menu.

- To return to the Access BGSU page at a later time, go to [www.bgsu.edu/accessbgsu](http://www.bgsu.edu/accessbgsu).
- **Click on the Returning User Login button.**

**TROUBLESHOOTING**

- If permissions have been revoked and you can no longer access some of the information, you must discuss this with the student. The University will not grant access to a proxy, the student must be the one to grant all access to their information.
- The system will time out after 20 minutes of inactivity and you will need to login again.
- If you are still having trouble, Contact the Technology Support Center (TSC) at 419-372-0999.