

Dickinson

Self Service Banner 9 – Proxy Parent/Legal Guardian Instructions

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Activating a Proxy Account

1. Upon successful creation of your proxy account by your student, three emails will be sent from PROXY_ACCESS@dickinson.edu to you and your student.
 - a. **New proxy initial link** – one-time use link for initial login. **NOTE:** This initial link is active for a limited time.
 - b. **New proxy initial code** – initial password. Proxy will be asked to establish a permanent password and complete their profile for subsequent logins.
 - c. **New proxy relationship** – link for subsequent logins. **IMPORTANT:** Save this email or bookmark this link for future use.

TIP: There may be a delay in receiving these proxy notification emails and all three may not arrive at the same time. Allow 5-10 minutes for delivery.

2. From the **New proxy initial link** email, click the one-time use link or copy and paste the link into your browser address bar. Enter the initial password from the **New proxy initial code** email and Submit.

Enter your Initial Password, then click Submit to continue.

Initial Password

Submit

An email you received contained a URL (which you have used to get here), and a separate email contained an initial password. These are used together to verify that you are an intended recipient. You will also use the password for the Initial Password on the following page when establishing your new password.

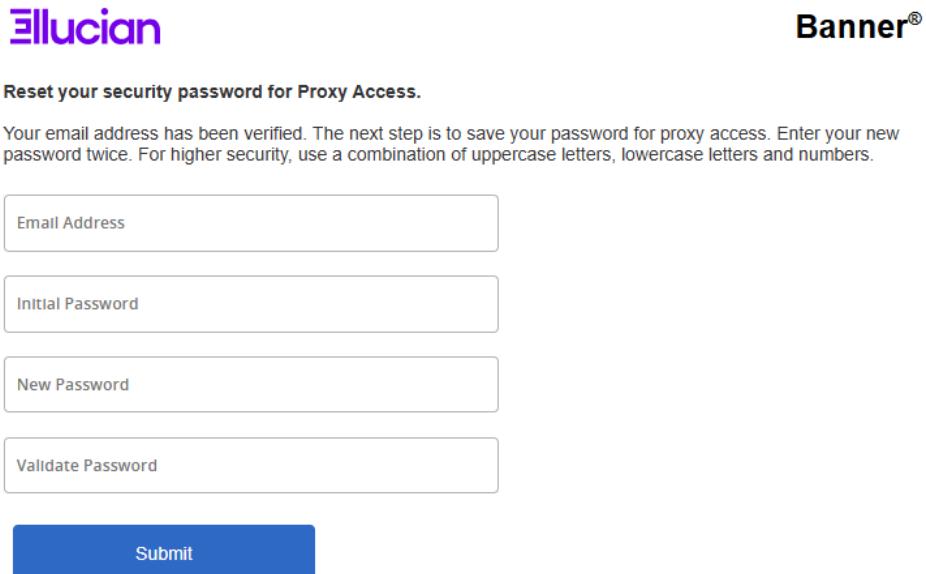
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3. Enter the email address associated with your proxy account, the initial password from the **New proxy initial code** email, your new password, and your new password again for validation then click Submit.

IMPORTANT: Passwords must be a minimum of 8 characters and a maximum of 15 characters.



The form is titled "Reset your security password for Proxy Access." It contains four input fields: "Email Address", "Initial Password", "New Password", and "Validate Password". Below the fields is a blue "Submit" button.

Reset your security password for Proxy Access.

Your email address has been verified. The next step is to save your password for proxy access. Enter your new password twice. For higher security, use a combination of uppercase letters, lowercase letters and numbers.

Email Address

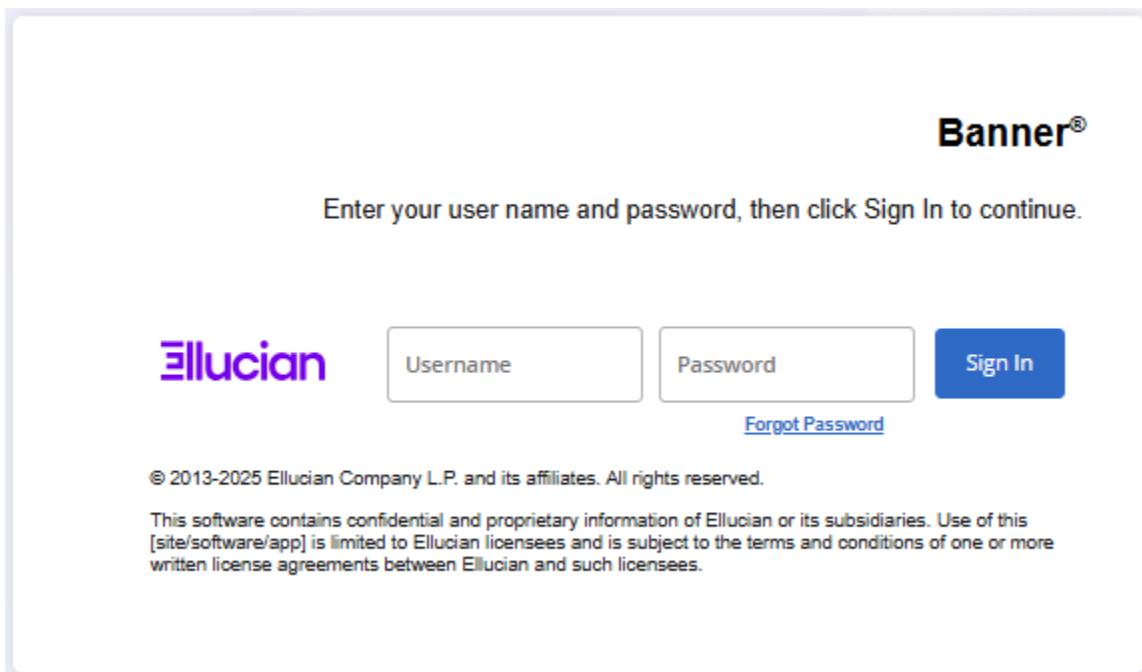
Initial Password

New Password

Validate Password

Submit

4. Log in with your proxy email address and your new password.



The form is titled "Enter your user name and password, then click Sign In to continue." It features the Ellucian logo. It has two input fields for "Username" and "Password", and a blue "Sign In" button. Below the fields is a "Forgot Password" link. At the bottom, there is a copyright notice and a license agreement notice.

Enter your user name and password, then click Sign In to continue.

Ellucian

Username

Password

Sign In

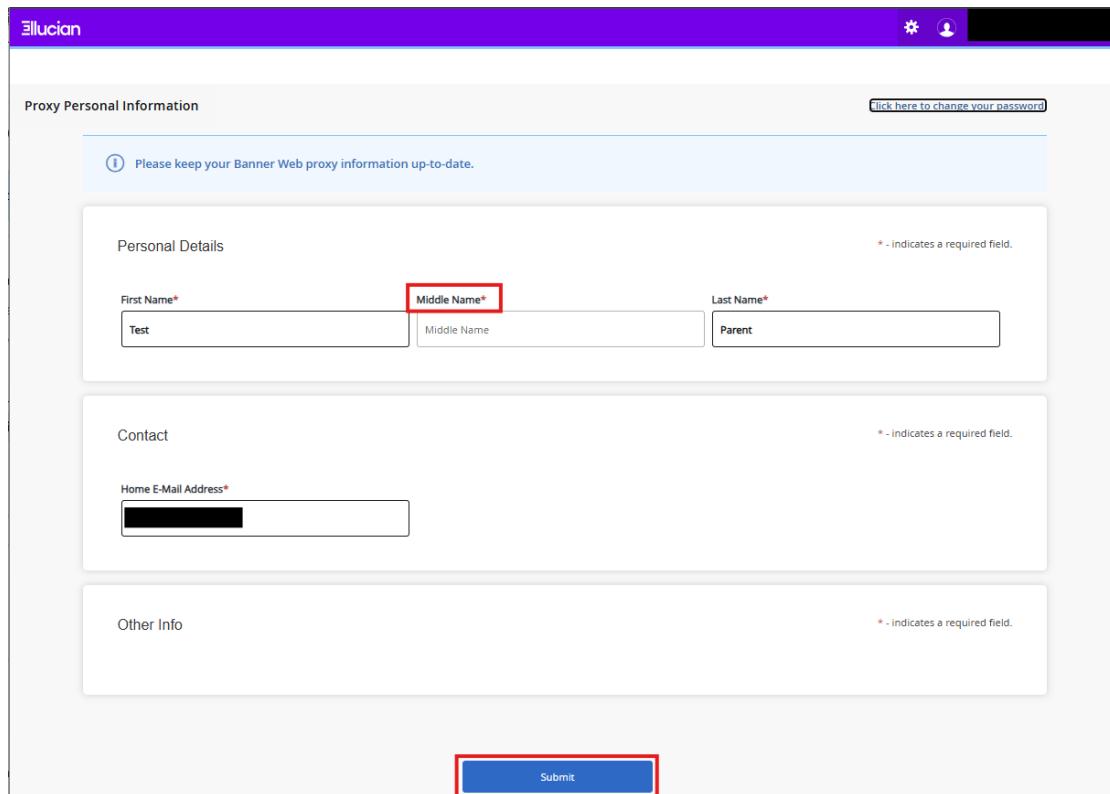
[Forgot Password](#)

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5. Ensure your information is correct. Middle name is required. You can enter ‘None’ if you do not have a middle name. Click Submit.



Proxy Personal Information [Click here to change your password](#)

(i) Please keep your Banner Web proxy information up-to-date.

Personal Details * - indicates a required field.

First Name*	Middle Name*	Last Name*
Test	Middle Name	Parent

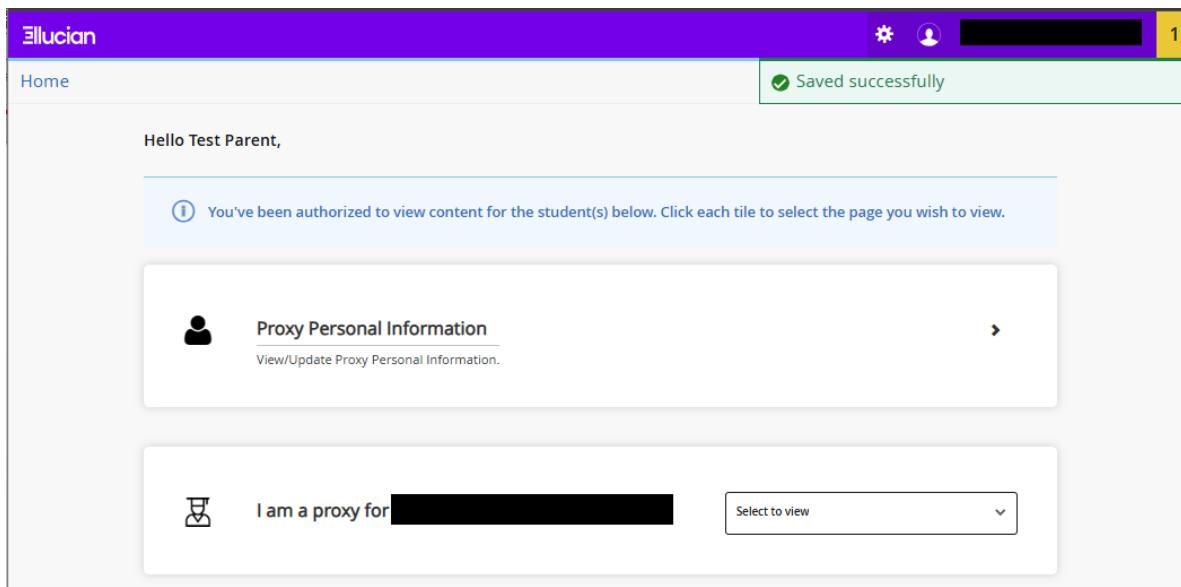
Contact * - indicates a required field.

Home E-Mail Address*

Other Info * - indicates a required field.

Submit

6. Upon successfully updating Proxy Personal Information, you will be directed to the proxy Home page. Additionally, you and the student will receive an email with the subject **‘Proxy profile updated’** confirming submission of profile changes.



Ellucian

Home 1 ✓ Saved successfully

Hello Test Parent,

(i) You've been authorized to view content for the student(s) below. Click each tile to select the page you wish to view.

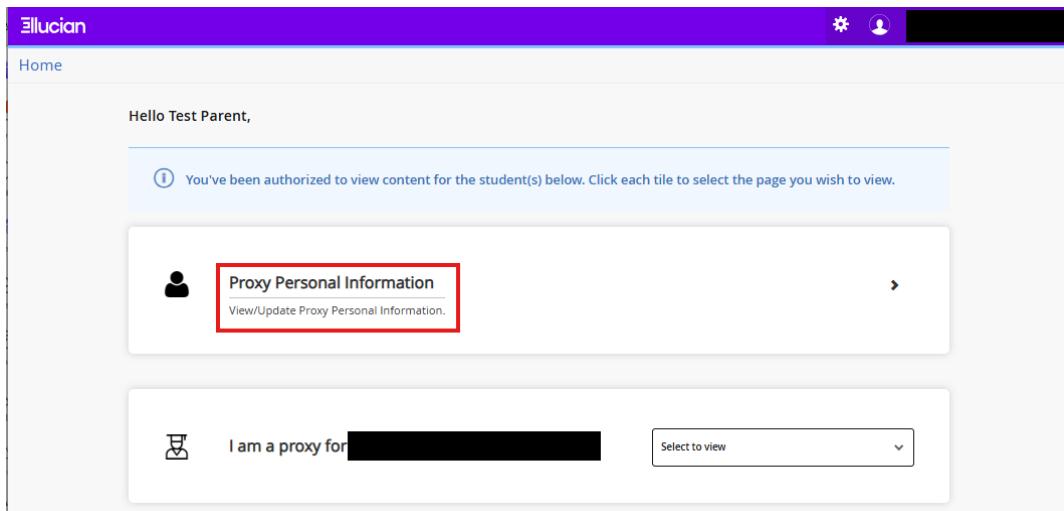
Proxy Personal Information
View/Update Proxy Personal Information.

I am a proxy for [REDACTED] Select to view

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Changing your Proxy Settings

1. To make changes to your Personal Information, including changing your email address or your password, click Proxy Personal Information from the proxy **Home** screen.

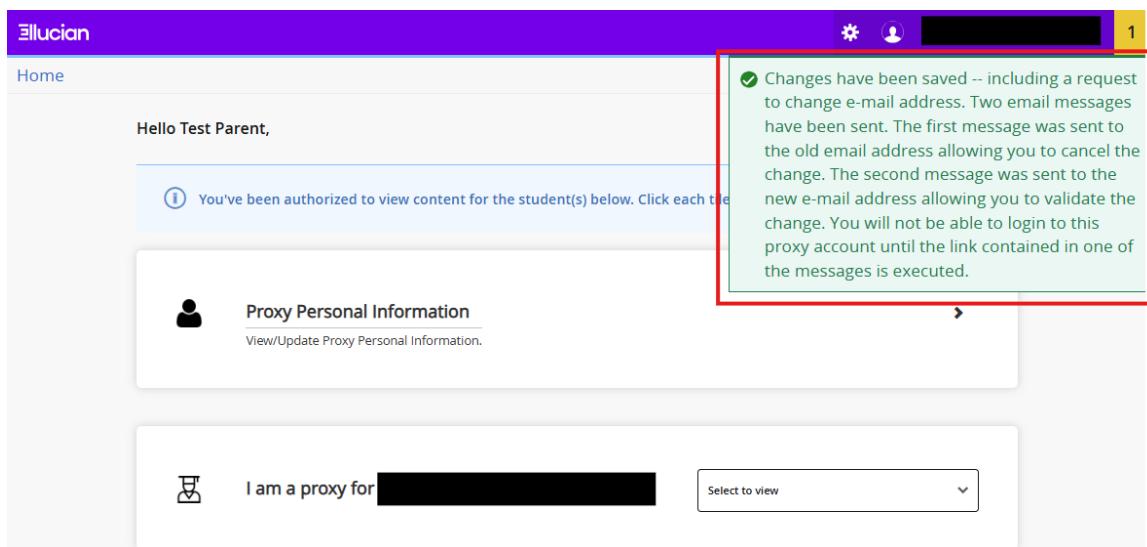


2. Make the necessary changes to your personal information and click Submit or if you need to change your password, select '**Click here to change your password**'.

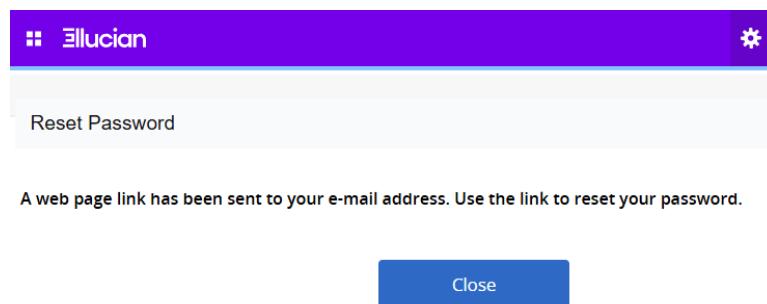
A screenshot of the 'Proxy Personal Information' form. The top navigation bar is purple with the Ellucian logo and user icons. Below it, the page title is 'Home > Proxy Personal Information'. The main content area has a heading 'Proxy Personal Information' and a link 'Click here to change your password.' highlighted with a red box. A note below says 'Please keep your Banner Web proxy information up-to-date.' The form is divided into sections: 'Personal Details' (First Name*, Middle Name*, Last Name*), 'Contact' (Home E-Mail Address*), and 'Other Info'. Each section has a note '*- indicates a required field.' At the bottom are 'Cancel' and 'Submit' buttons.

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3. If you change your email address, a notification pop-up will indicate the change has been saved and that two messages have been sent: one to the old email address allowing you to cancel the change and the second to the new email address allowing you to validate the change.
 - a. **Confirm proxy email address change** – one-time use link for initial login. **NOTE:** This initial link is active for a limited time. Your password will not change when you change your email address.
 - b. **Cancel proxy email address change** – one-time use link to cancel your email address change.
 - c. **IMPORTANT:** You will not be able to login to your proxy account until the link contained in one of the messages is executed.



4. If you want to proceed with your email address change, from the **Confirm proxy email address change** message, click the one-time use link or copy and paste the link into your browser address bar. Enter your new email address for Username and your current password.
5. If you select 'Click here to change your password' your current password is no longer valid, and two emails are sent from PROXY_ACCESS@dickinson.edu to the proxy.
 - a. **Proxy reset link** - one-time use link to reset your password.
 - b. **Proxy reset code** - initial password. Proxy will be asked to establish a permanent password and complete their profile for subsequent logins.

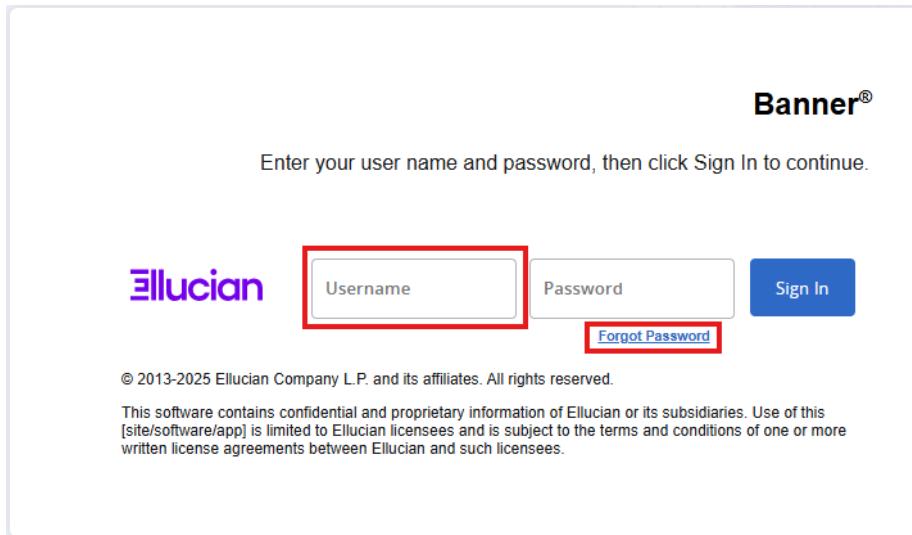


6. Wait to receive the two password reset emails, then click the one-time use link in the **Proxy reset link** email. Create your new password using the same steps you followed for your initial proxy password setup, found on pages 2 and 3 of this document.

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Forgotten Password

1. If you forget your password, go to the proxy login page, enter your username then click the ‘Forgot Password’ link.

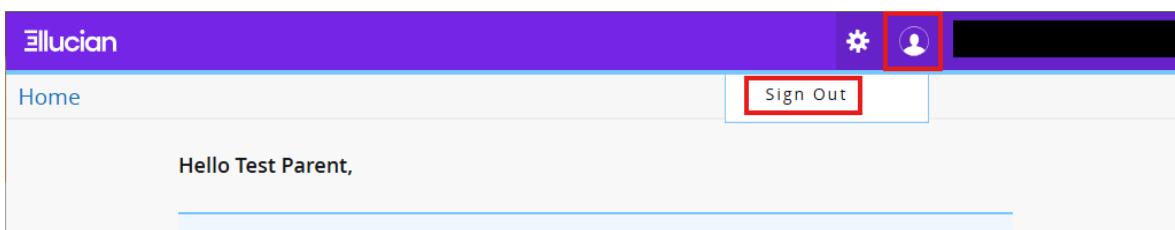


The screenshot shows the 'Banner®' proxy login page. At the top right, it says 'Banner®'. Below that is a instruction: 'Enter your user name and password, then click Sign In to continue.' On the left is the 'Ellucian' logo. In the center, there are two input fields: 'Username' and 'Password', with a 'Sign In' button to the right. Below these fields is a 'Forgot Password' link. At the bottom of the page, there is a copyright notice: '© 2013-2025 Ellucian Company L.P. and its affiliates. All rights reserved.' and a legal notice: 'This software contains confidential and proprietary information of Ellucian or its subsidiaries. Use of this [site/software/app] is limited to Ellucian licensees and is subject to the terms and conditions of one or more written license agreements between Ellucian and such licensees.'

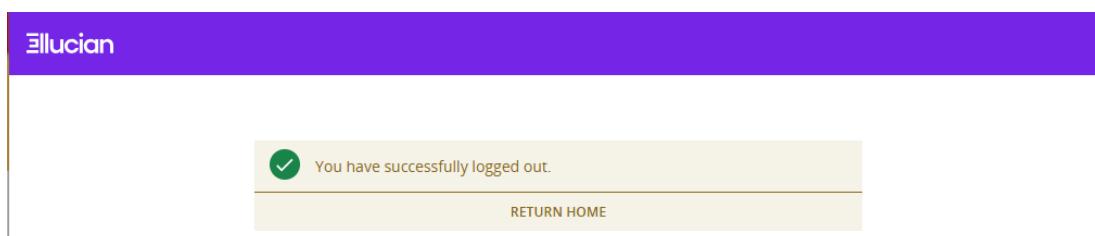
2. You will be sent the two password reset emails from PROXY_ACCESS@dickinson.edu, **Proxy reset link** and **Proxy reset code**, and be redirected to the Reset Password screen.
3. Wait to receive the two password reset emails, then click the one-time use link from the **Proxy reset link** email. Create your new password using the same steps you followed for your initial proxy password setup, found on pages 2 and 3 of this document.

Signing Out of Proxy

1. From any screen, click on the Profile icon and select Sign Out.



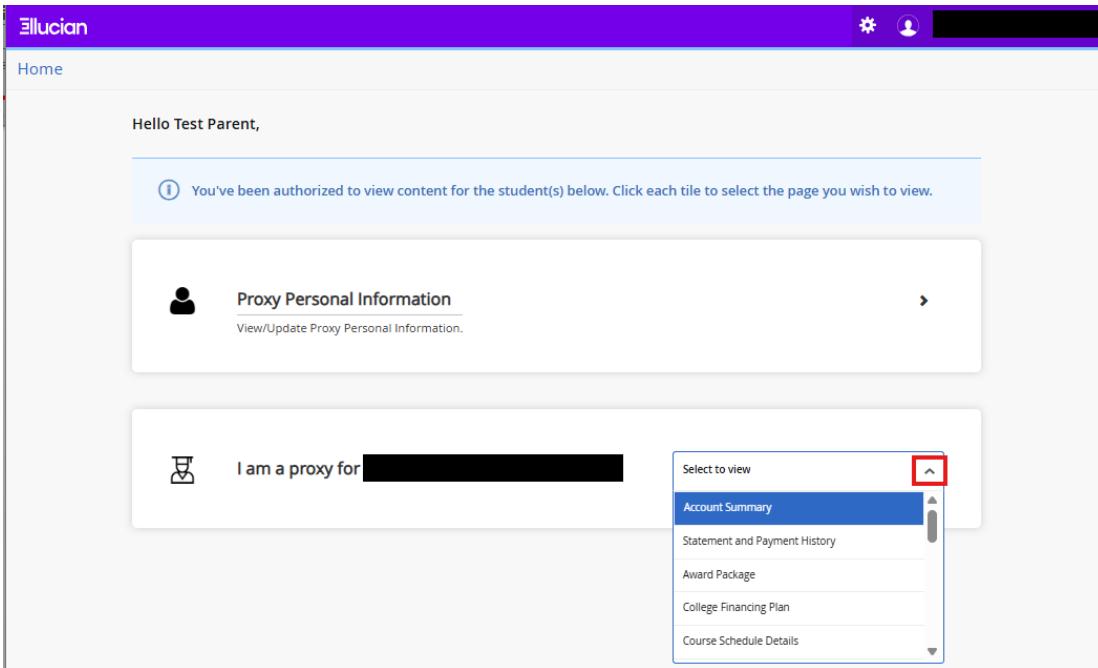
2. You'll receive a “successfully logged out” message. Close your browser window. Do not click Return Home.



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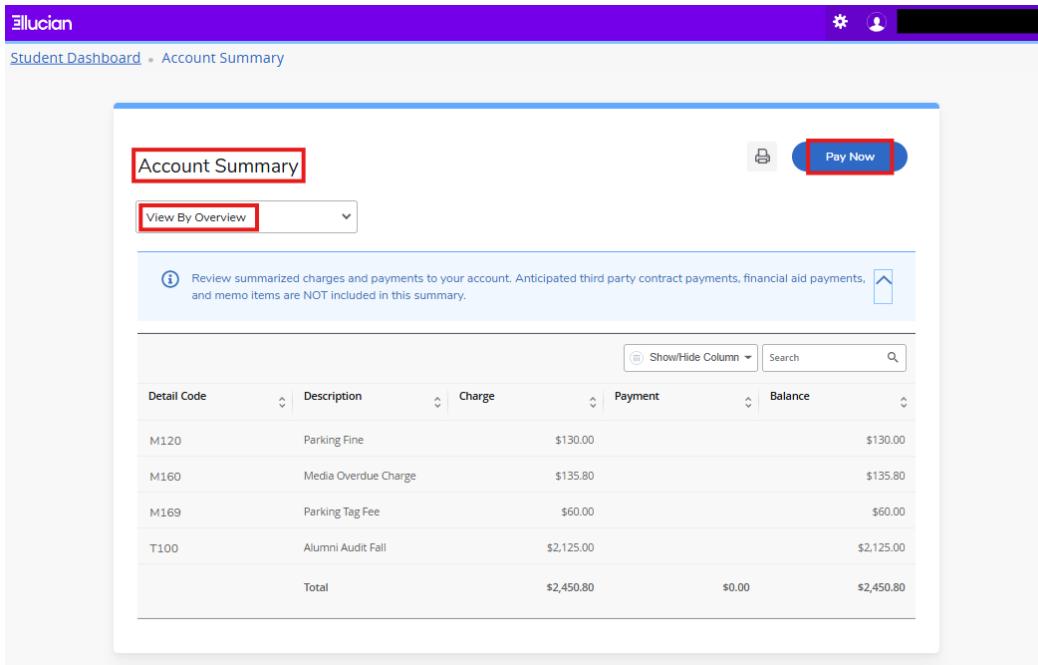
Viewing Student Information & Making Payments

1. To view student information for which you have been granted proxy access, from the Proxy Home screen, click the arrow to the right of 'Select to view' and select the applicable page from the picklist.



The screenshot shows the Ellucian Self Service Banner 9 – Proxy Parent/Legal Guardian Instructions. The 'Proxy Personal Information' section is visible. A 'Select to view' picklist is open, showing options: Account Summary (highlighted with a red box), Statement and Payment History, Award Package, College Financing Plan, and Course Schedule Details. The 'Account Summary' option is selected.

2. To view bills, go to **Statement and Payment History**. To make payment on your student's account, select the **Pay Now** button on **Account Summary**. **NOTE:** Make sure you're using **View By Overview**.

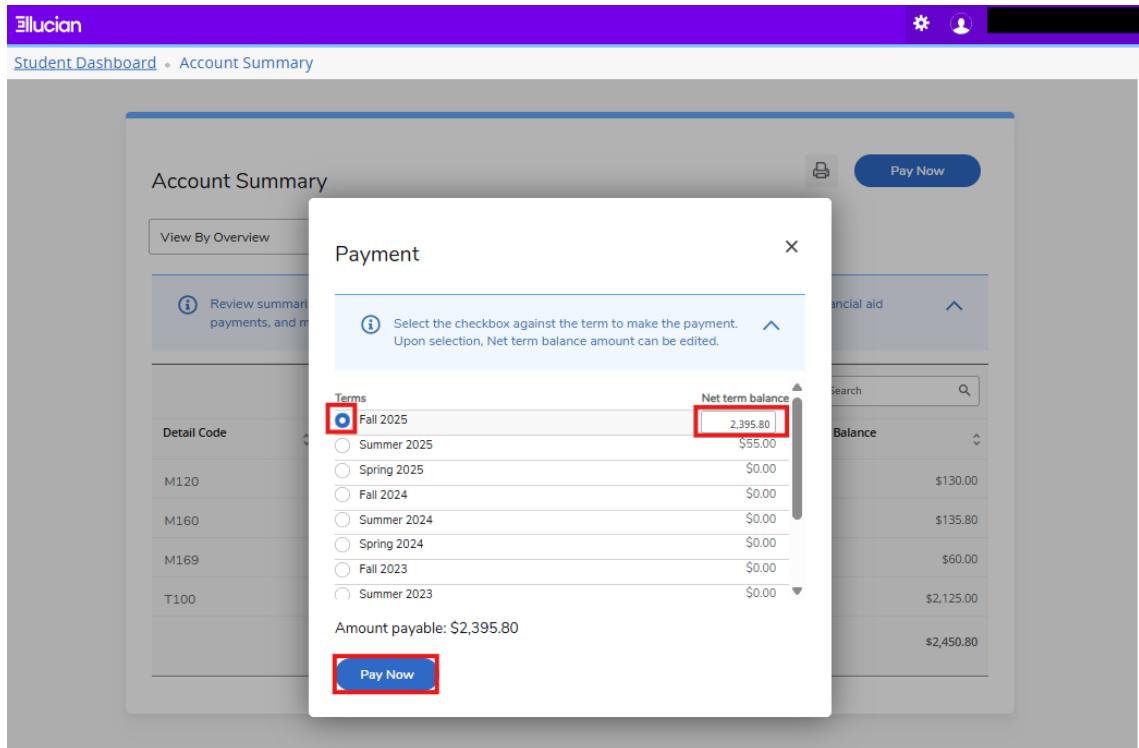


The screenshot shows the Ellucian Student Dashboard – Account Summary. The 'Account Summary' section is displayed, with the 'View By Overview' dropdown menu highlighted with a red box. The 'Pay Now' button is also highlighted with a red box. Below the summary, a table shows student charges and payments:

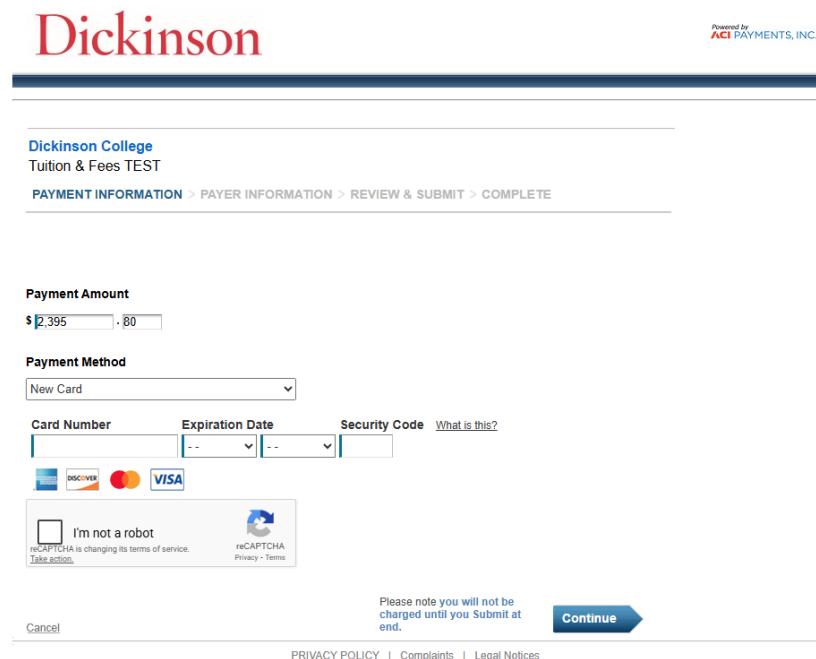
Detail Code	Description	Charge	Payment	Balance
M120	Parking Fine	\$130.00		\$130.00
M160	Media Overdue Charge	\$135.80		\$135.80
M169	Parking Tag Fee	\$60.00		\$60.00
T100	Alumni Audit Fall	\$2,125.00		\$2,125.00
	Total	\$2,450.80	\$0.00	\$2,450.80

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3. Select the Term for which you want to make a payment, type in the amount, then click **Pay Now**.



4. You will be redirected to our payment vendor, ACI Payments, to process your payment.



Dickinson
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Dickinson College
Tuition & Fees TEST

PAYMENT INFORMATION > PAYER INFORMATION > REVIEW & SUBMIT > COMPLETE

Payment Amount
\$ 2,395 . 80

Payment Method
New Card

Card Number Expiration Date Security Code [What is this?](#)

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