Dickinson

**Self Service Banner 9 – Proxy
Parent/Legal Guardian Instructions**

Contents

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.

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Enter your Initial Password, then click Submit to continue.

Ξllucian

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.

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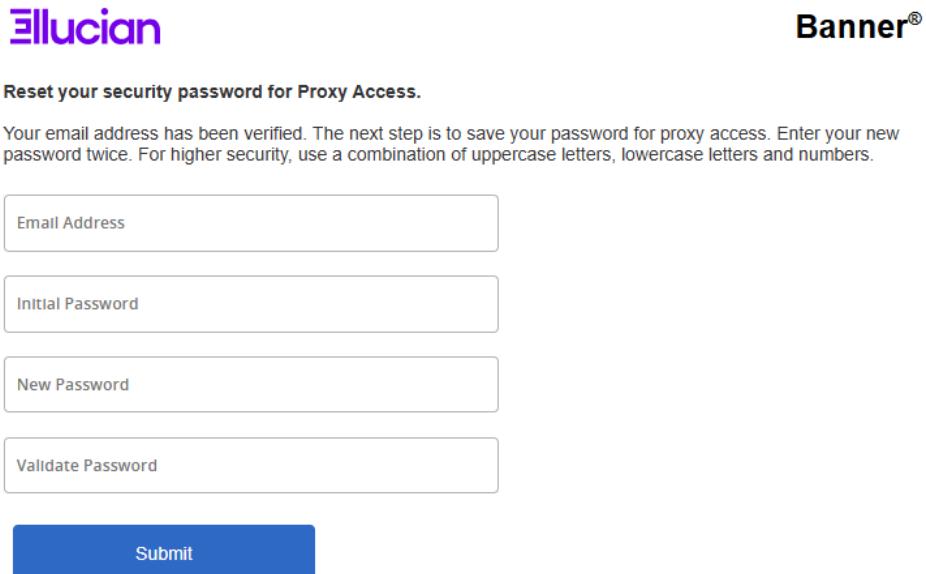
Reset your security password for Proxy Access.

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.

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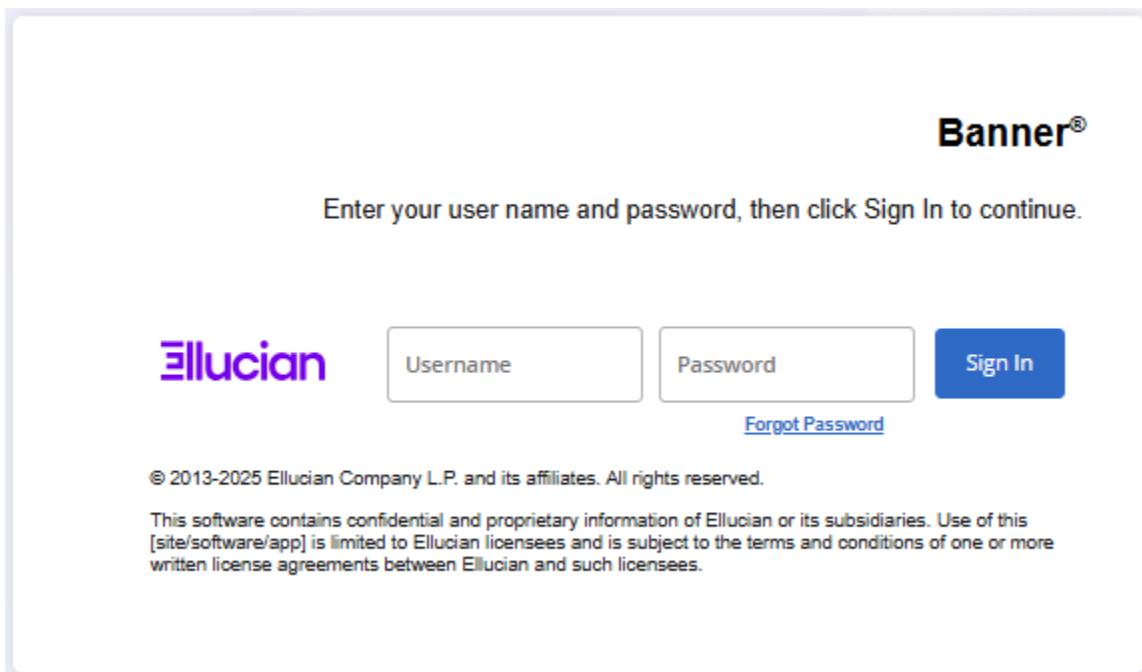
Enter your user name and password, then click Sign In to continue.

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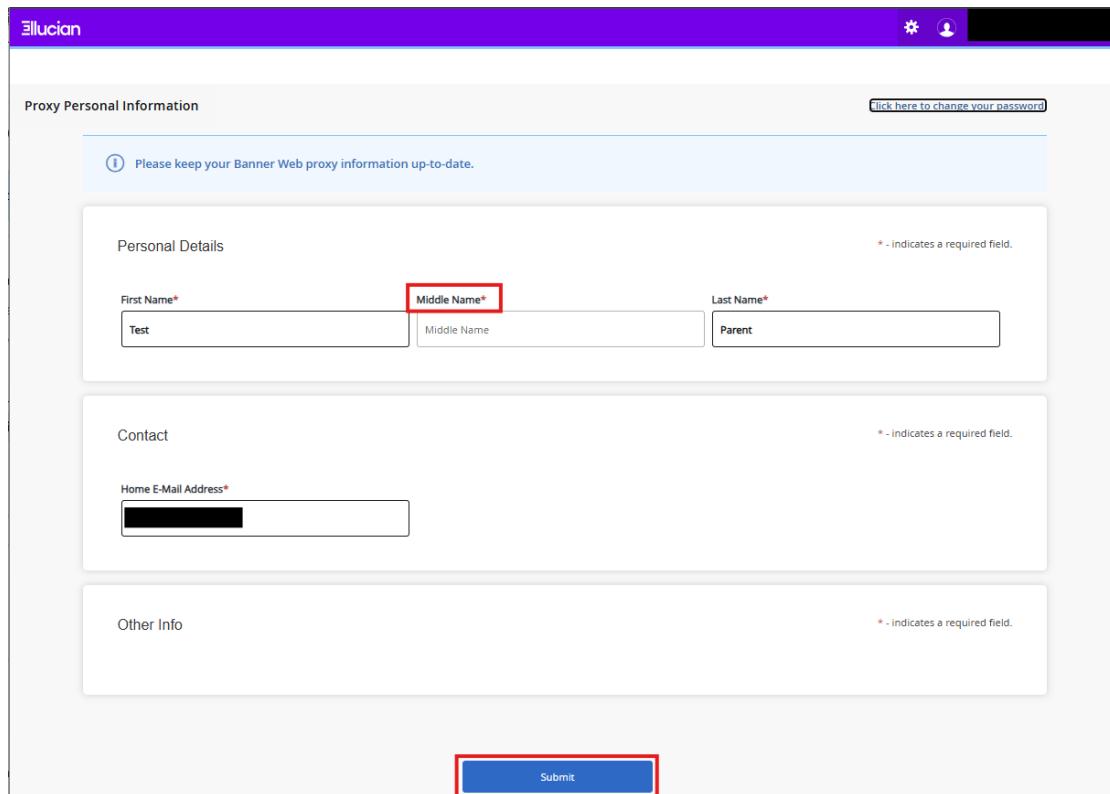
6. Upon successfully updating Proxy Personal Information, you will be directed to the proxy Home page. Additionally, you and the student will receive an email with the subject **'Proxy profile updated'** confirming submission of profile changes.
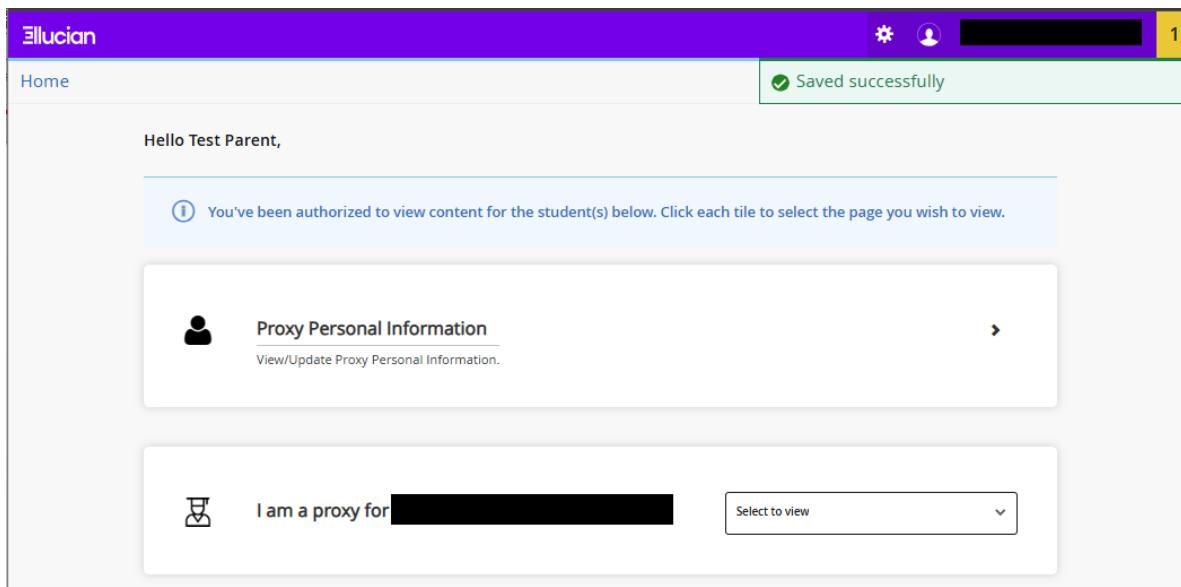
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Changing your Proxy Settings

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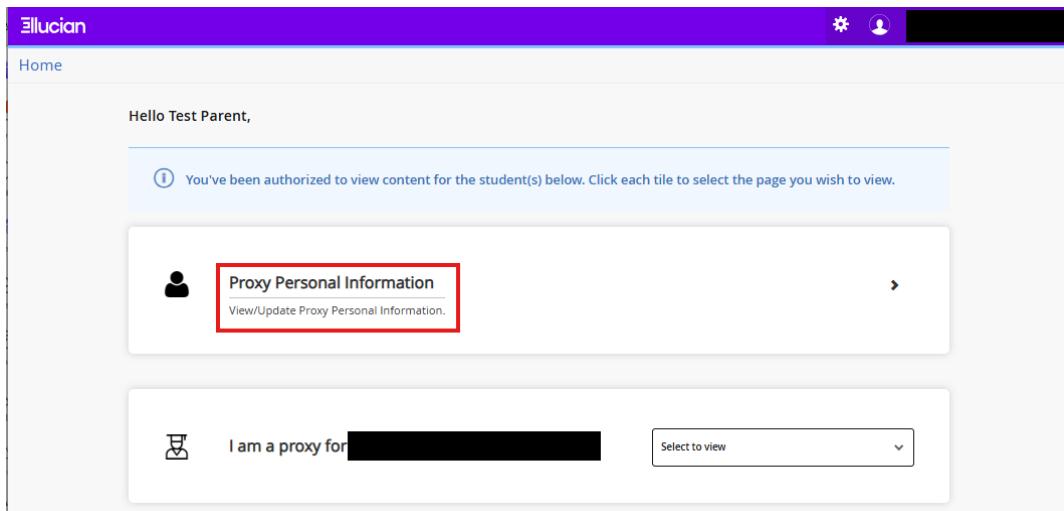
2. Make the necessary changes to your personal information and click Submit or if you need to change your password, select '**Click here to change your password'**.

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.
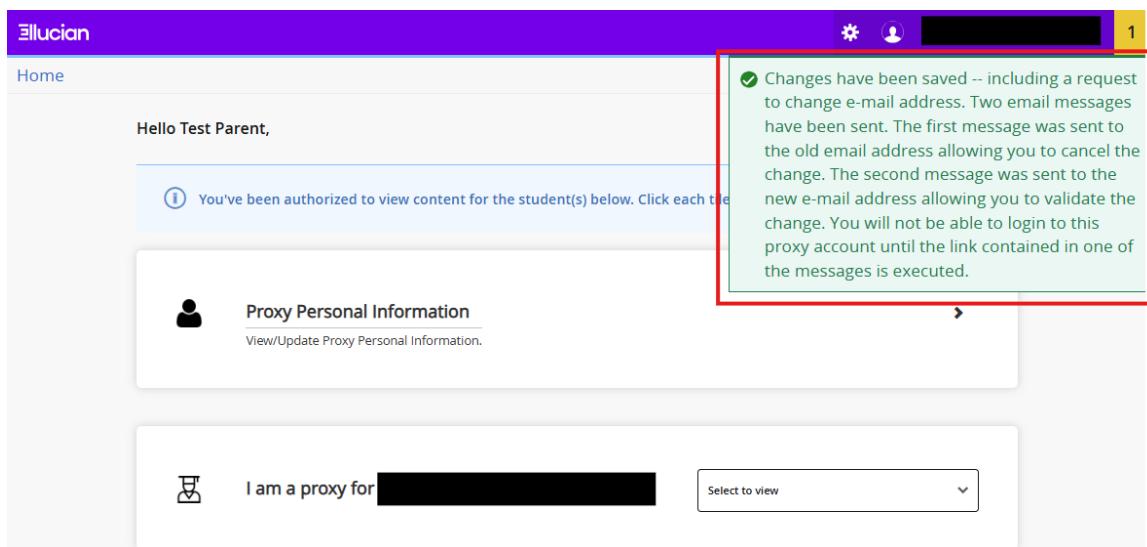
4. If you want to proceed with your email address change, from the **Confirm proxy email address change** message, click the one-time use link or copy and paste the link into your browser address bar. Enter your new email address for Username and your current password.

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.
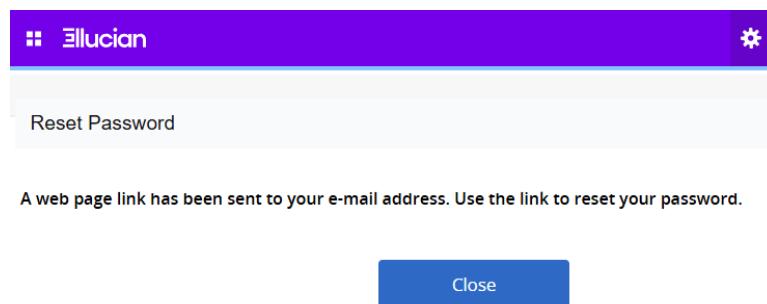

6. Wait to receive the two password reset emails, then click the one-time use link in the **Proxy reset link** email. Create your new password using the same steps you followed for your initial proxy password setup, found on pages 2 and 3 of this document.

Forgotten Password

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


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.
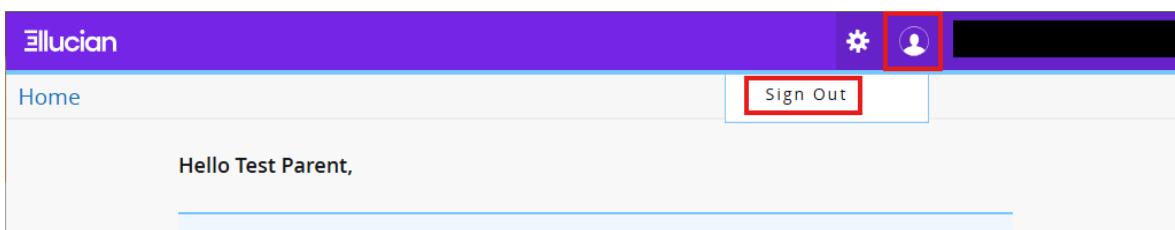
2. You'll receive a "successfully logged out" message. Close your browser window. Do not click Return Home.
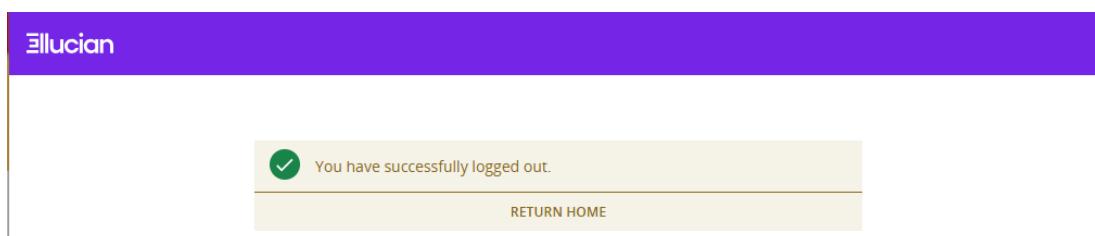
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Viewing Student Information & Making Payments

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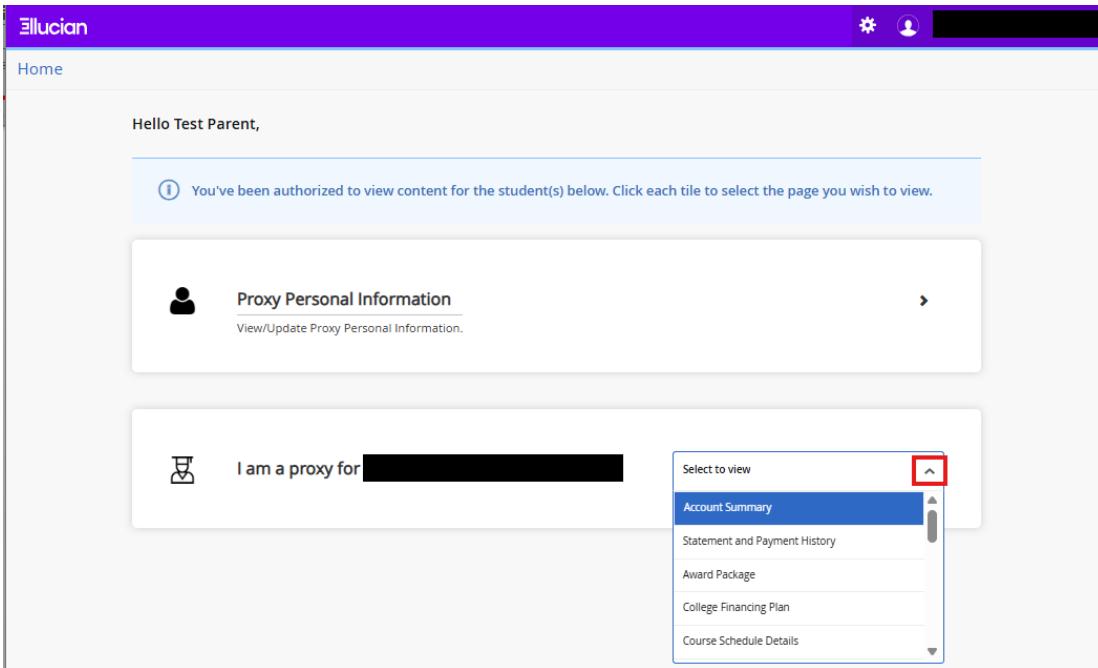
2. To view bills, go to **Statement and Payment History**. To make payment on your student's account, select the **Pay Now** button on **Account Summary**. **NOTE**: Make sure you're using *View By Overview*.

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3. Select the Term for which you want to make a payment, type in the amount, then click **Pay Now**.
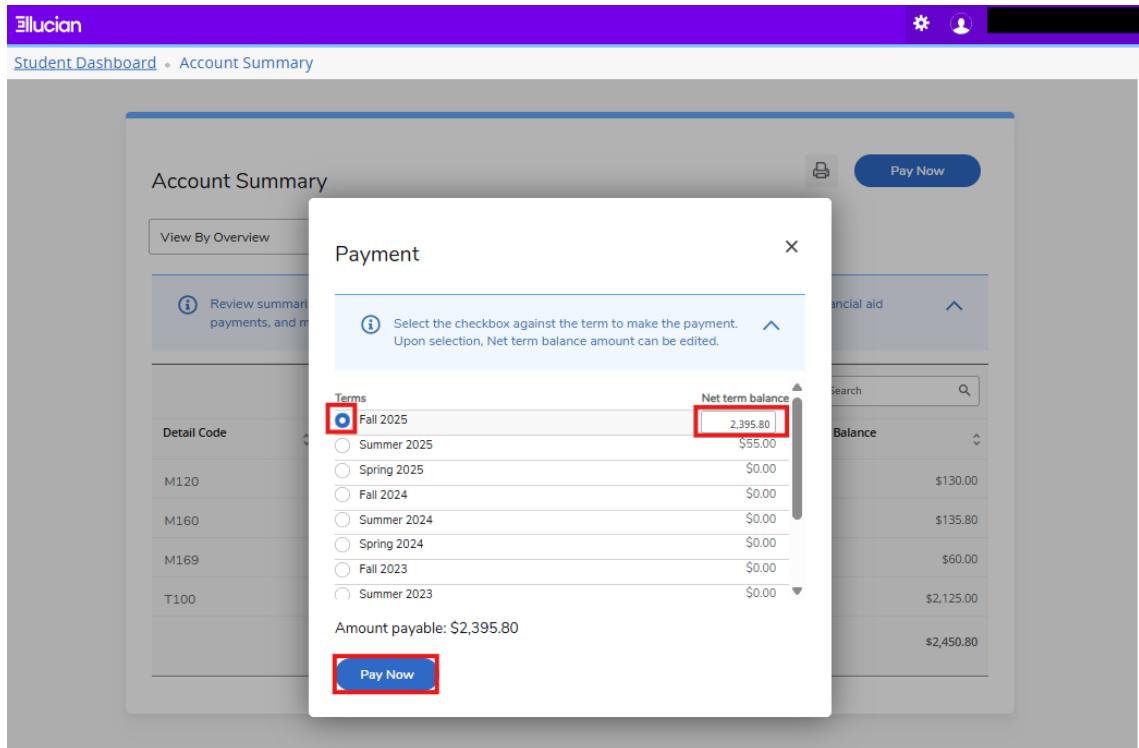
4. You will be redirected to our payment vendor, ACI Payments, to process your payment.