

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.

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Enter your Initial Password, then click Submit to continue.



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.

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.



[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.

The screenshot shows the 'Proxy Personal Information' form in the Elucian system. The form is titled 'Proxy Personal Information' and includes a link to 'Click here to change your password'. A message states: 'Please keep your Banner Web proxy information up-to-date.' The form is divided into three sections: 'Personal Details', 'Contact', and 'Other Info'. The 'Personal Details' section contains three required fields: 'First Name*' (with the value 'Test'), 'Middle Name*' (highlighted with a red box), and 'Last Name*' (with the value 'Parent'). The 'Contact' section contains a required field for 'Home E-Mail Address*'. The 'Other Info' section is currently empty. A 'Submit' button is located at the bottom of the form, also highlighted with a red box. A red asterisk indicates required fields.

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.

The screenshot shows the 'Home' page in the Elucian system. The page header includes the Elucian logo, a settings icon, a user icon, and a notification icon with the number '1'. A green banner at the top right says 'Saved successfully'. The main content area starts with a greeting: 'Hello Test Parent,'. Below this is a message: 'You've been authorized to view content for the student(s) below. Click each tile to select the page you wish to view.' There are two tiles: the first is 'Proxy Personal Information' with a sub-link 'View/Update Proxy Personal Information.' and a right arrow; the second is 'I am a proxy for' followed by a redacted name and a 'Select to view' dropdown menu.

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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.

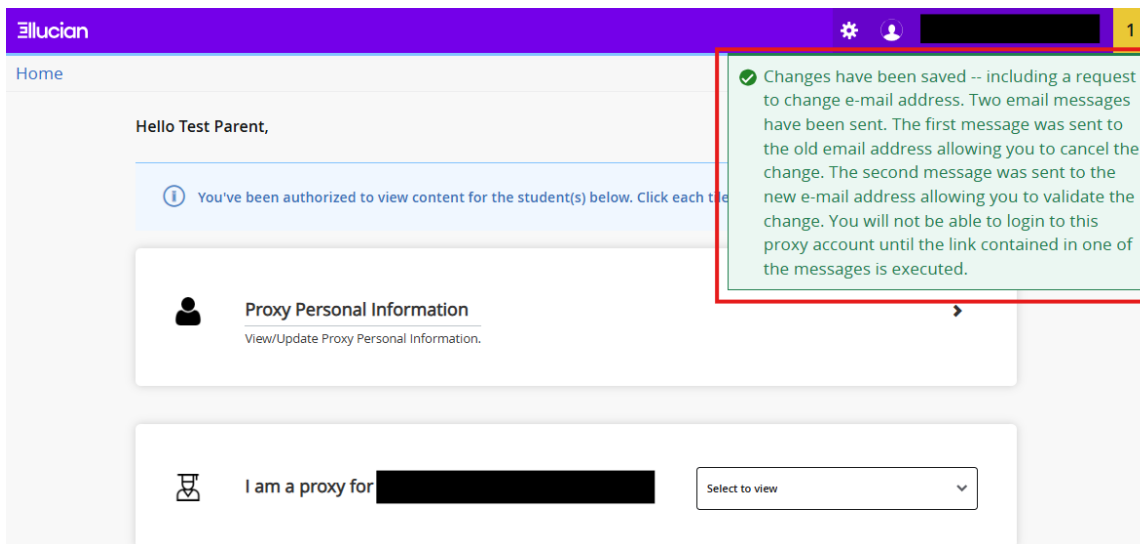
The screenshot shows the Banner Home interface. At the top is a purple header with the 'Banner' logo, a settings gear icon, a user icon, and a black profile picture placeholder. Below the header, the word 'Home' is displayed. The main content area greets the user with 'Hello Test Parent,'. A light blue informational banner states: 'You've been authorized to view content for the student(s) below. Click each tile to select the page you wish to view.' Below this, there are two white tiles. The first tile, titled 'Proxy Personal Information' with a red border, includes a person icon, the text 'View/Update Proxy Personal Information.', and a right-pointing arrow. The second tile, titled 'I am a proxy for' with a red border, features a student icon, a blacked-out student name, and a 'Select to view' dropdown menu.

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**'.

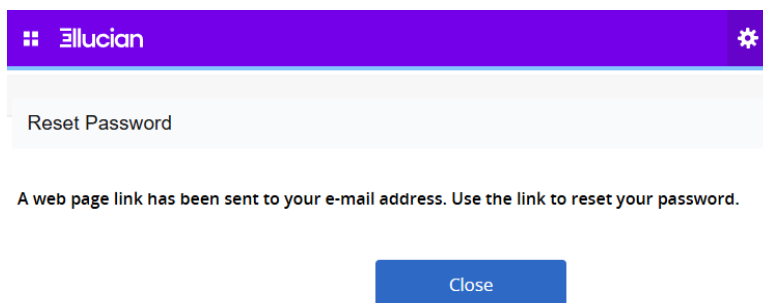
The screenshot displays the 'Proxy Personal Information' page. The purple header contains the 'Banner' logo, settings and user icons, and a black profile picture placeholder. The breadcrumb 'Home > Proxy Personal Information' is shown. The page title 'Proxy Personal Information' is at the top left, and a red-bordered link 'Click here to change your password.' is at the top right. A light blue banner reads: 'Please keep your Banner Web proxy information up-to-date.' The form is divided into three sections: 'Personal Details' with fields for 'First Name*' (containing 'Test'), 'Middle Name*' (containing 'Proxy'), and 'Last Name*' (containing 'Parent'); 'Contact' with a 'Home E-Mail Address*' field (containing a blacked-out email); and 'Other Info'. Each section has a red asterisk indicating required fields. 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.

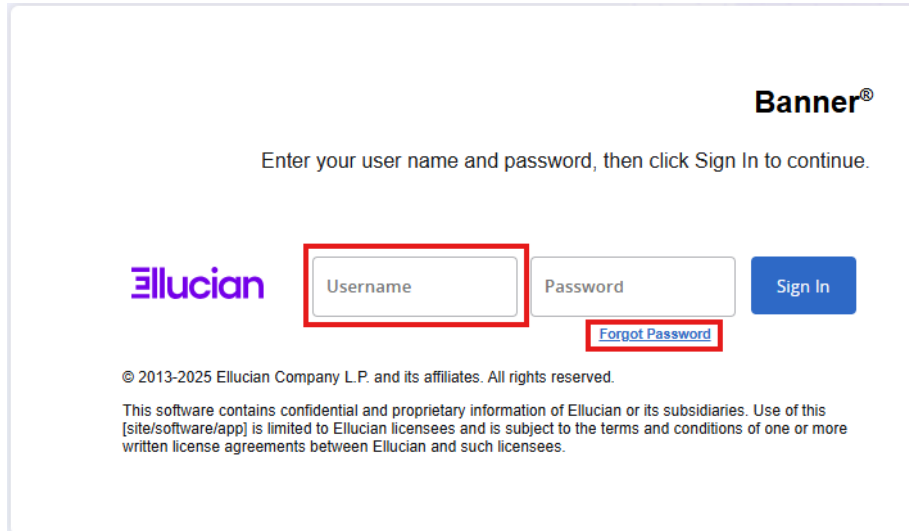


6. Wait to receive the two password reset emails, then click the one-time use link in the **Proxy reset link** email. Create your new password using the same steps you followed for your initial proxy password setup, found on pages 2 and 3 of this document.

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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.

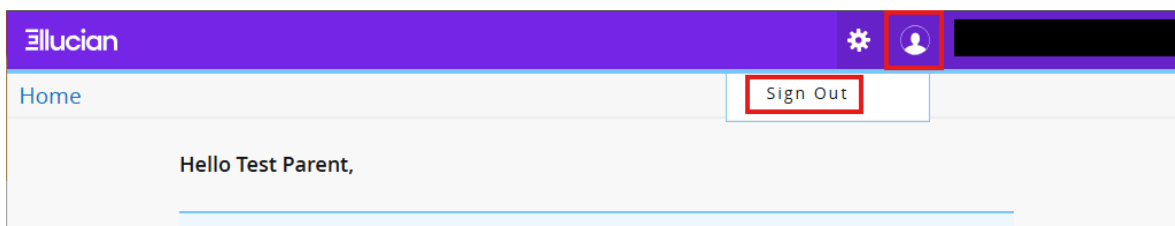


The image shows the Banner proxy login page. At the top right is the 'Banner®' logo. Below it, the text says 'Enter your user name and password, then click Sign In to continue.' There are two input fields: 'Username' and 'Password'. The 'Username' field is highlighted with a red box. To the right of the 'Password' field is a blue 'Sign In' button. Below the 'Password' field is a red box containing the text 'Forgot Password'. At the bottom, there is a copyright notice: '© 2013-2025 Ellucian Company L.P. and its affiliates. All rights reserved.' and a disclaimer: '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.'

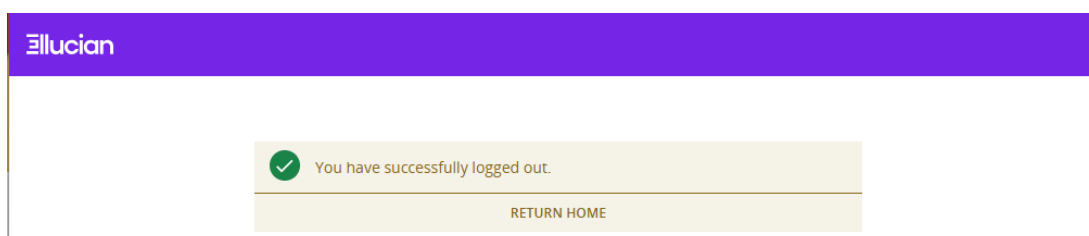
2. You will be sent the two password reset emails from PROXY_ACCESS@dickinson.edu, **Proxy reset link** and **Proxy reset code**, and be redirected to the Reset Password screen.
3. Wait to receive the two password reset emails, then click the one-time use link from the **Proxy reset link** email. Create 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.



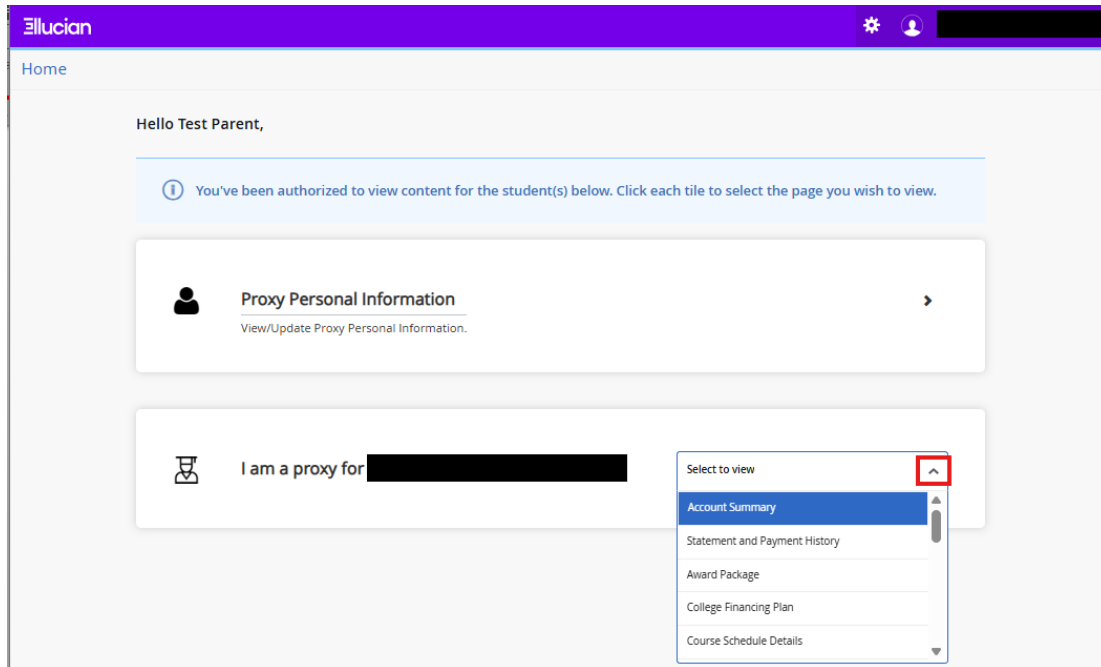
2. You'll receive a “successfully logged out” message. Close your browser window. Do not click Return Home.



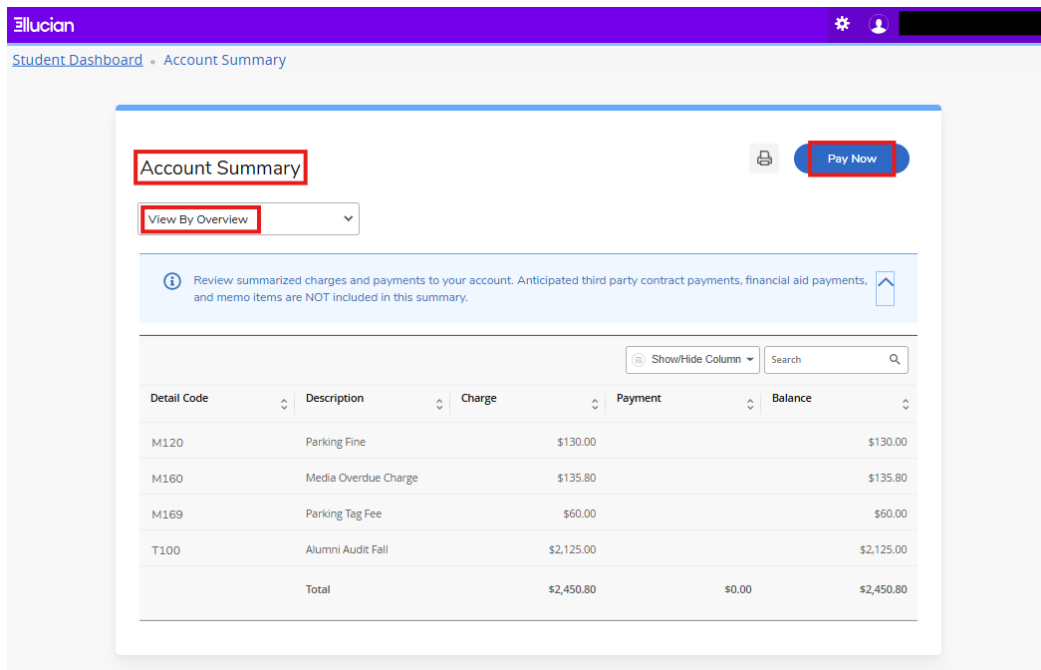
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Viewing Student Information & Making Payments

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.



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**.

The screenshot shows the Ellucian Student Dashboard. The 'Account Summary' section is visible, with a 'Pay Now' button. A 'Payment' modal is open, displaying a table of terms and net term balances. The 'Fall 2025' term is selected, and the net term balance is \$2,395.80. The 'Pay Now' button is highlighted.

Terms	Net term balance
<input checked="" type="radio"/> Fall 2025	2,395.80
<input type="radio"/> Summer 2025	\$55.00
<input type="radio"/> Spring 2025	\$0.00
<input type="radio"/> Fall 2024	\$0.00
<input type="radio"/> Summer 2024	\$0.00
<input type="radio"/> Spring 2024	\$0.00
<input type="radio"/> Fall 2023	\$0.00
<input type="radio"/> Summer 2023	\$0.00

Amount payable: \$2,395.80

Pay Now

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

The screenshot shows the Dickinson College Tuition & Fees TEST page on the ACI Payments website. The page includes a 'Payment Amount' field set to \$2,395.80, a 'Payment Method' dropdown set to 'New Card', and a 'Card Number' field. Below the card number field are logos for American Express, Discover, Mastercard, and Visa. A reCAPTCHA 'I'm not a robot' checkbox is also present. The page footer includes a 'Continue' button and a 'Cancel' link.

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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?](#)

☐ I'm not a robot
reCAPTCHA is changing its terms of service. [Take action.](#)

[Cancel](#) [Continue](#)

Please note you will not be charged until you Submit at end.

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