



## **myProxy FAQ's for Proxies**

### **How do I get to the login for myProxy?**

The initial email you received about your new Proxy account gave you a unique URL to access myProxy with an Action Password (temporary PIN). If you have already accessed myProxy and set up your new PIN, use this link to access myProxy. There is also a link to log into myProxy on the Registrar's home page at [www.gvsu.edu/registrar](http://www.gvsu.edu/registrar).

### **I cannot find the email that contained my login information. What do I do?**

When a Grand Valley State University student designates a proxy in myBanner, the proxy and the student will automatically receive an email that includes the proxy's login information. In addition, the student can log into myBanner at any time and click the "E-mail Authorizations" icon on the "Authorization" tab to generate an email that is sent to the proxy that includes a list of the pages you are authorized to view as well as a link to log in. The myProxy login page is also available on the Registrar's homepage at [www.gvsu.edu/registrar](http://www.gvsu.edu/registrar).

### **I cannot remember my PIN. What do I do?**

You can easily change your PIN by going to the myProxy login page. Fill in your email address, leave the password blank and click Login. A unique web link and Action Password will be sent to your e-mail address to reset your PIN.

### **My email address is changing. What should I do?**

Your student is in control of what is authorized for you. If you would like to use Guardian/Family access using a different email address you should have your student create a new proxy access for you.

### **I received an email saying I initiated an email change, when I did not initiate the change.**

When a proxy changes their email address, the system will send two email messages. The first message is sent to your old email address to inform you that a request for a change from this address has occurred. The email also contains a unique link to cancel the change if it was done in error. The second email is sent to your new email address indicating that a change to this address was initiated and a unique link to click confirming the change. If you did not initiate the change, click the link to cancel the request.

**How can I find out what my student has authorized me to see?**

Log into myProxy. You will see the authorizations your student granted to you by clicking on the tab with your student's name.

**I used to be able to see information, but now I cannot. What happened?**

Your student is in control of the information you can view. If you can no longer see an item, please contact your student.

**Why can I not see what I expected to see on the list in myProxy?**

Your student is in control of what is authorized for you. Ask your student to email you the list of authorizations set up for you. If you are expecting to see something else, you need to discuss it with your student.

**I am a proxy for more than one student. Why can I see different things on each student?**

Each student is able to grant access to their proxy as they see fit. It is possible that you were granted different access by each student.

**I am a proxy for more than one student. How can I see my student's information in myProxy?**

For each student that has identified you as a proxy, there will be a tab in myProxy with the student's name. By clicking on the name tab, you will see the items that your student has authorized.

**I am proxy for more than one student. How can I tell which student's information I am viewing?**

When an information item is selected, the information is displayed in a new window. Located in the top right portion of the web page is the name of the student.

**I am a GVSU student and a proxy. Will myProxy be different for me?**

Grand Valley State University students log in through myBanner to view their own information, designate an individual as a proxy and authorize items for a proxy to view. The myProxy login page is for a proxy to view the information your student has authorized you to see.

**Why doesn't anything happen when I click the "Exit" button?**

While in Proxy mode, the links and tabs at the top of the page are disabled. Select the Profile tab (or close your browser) to exit proxy mode.