Steps for Parent/Guest to confirm their Proxy portal account:

1. Check the email account your student used to create your account. You should see two emails from **Registrar@pennwest.edu.** One includes a hyperlink and directions for activating your account, while the other contains a temporary login password.

2. Open the email with the subject: "**PennWest-New Proxy Account.**" Read and click the hyperlink included in the message.

Note: The link provided is only valid for five days. After five days, your student must reset your account and a new email will be sent to you.

3. Open the email with the subject: "**Action Required-Proxy Account.**" Use the "copy" function on your device to copy the temporary password (highlighted in yellow).

4. Go back to your web browser to view the hyperlink you previously opened.

5. "Paste" the temporary password, previously copied from your email, next to "**Initial Password.**" Click "submit."

6. On the new screen, enter your email address, the initial password provided, and a new password of your choosing. You will need to enter your new password twice. Click "submit."

Note: Passwords must be 8 characters long, and should include a mix of letters, numbers, and special characters.

7. Complete all required "**Profile**" fields identified with an asterisk. Click "submit" when finished.

8. You will then be able to see your student's information, along with a drop-down menu that includes any student records that have been shared with you.

9. Log out when you are finished. 10. To log in to the Proxy Access in the future, visit: my.pennwest.edu and click on the link in the bottom right.

Frequently asked questions:

❖ *I never received instructions for Proxy Access log in. What do I do?*

First, you should confirm with your student that they gave you proxy access to their student records. If they did give you access, please double-check that your student entered your email address correctly. You should also check your inbox and junk/spam folders. If you still do not see our emails, your student should log in to my.pennwest.edu, click the "Proxy Management" link under Banner Self Service, followed by "reset password" once they are viewing your proxy profile.

❖ *I forgot my password. Now what?*

You can click the "Forgot Password" button on the Proxy Access log-in web page.

❖ *How do I change my password?*

After logging into the Proxy Access, click "View/update Proxy Personal Information."

❖ *How do I update the e-mail address that my student used to register me for the Proxy Access?*

After logging into Proxy Access, you can change your name or email address by updating the information on your "Profile" tab. If you change your email address, the system will send you two messages: one to the current (old) email address with a link to decline the change, and another to the new email address with a link to accept the change. Follow instructions in the new email.

❖ *How do I update my student's information?*

You may only view your student's information. Your student must request to update their own records, if and when needed.

❖ *How do I pay my student's bill?*

To authorize a parent or guest to pay your bill, you must visit the "student accounts portal" link on the my.pennwest.edu student tile to add then as an "authorized user" for making payments. (credit/debit or electronic check)