

Parent/Other Party Access documentation for students

Banner Web for Students has a feature that allows students to give their parents, spouse, or other third-parties, access to view portions of their student record and financial account, make payments, and request a withdrawal of funds. Banner calls this feature "Parent/Proxy Access" and at LLU we have branded this feature as "Parent/Other Party Access."

The Banner Web pages that students can give access to are:

Academic Information

- Schedule/Registration Invoice
- Grades
- Schedule by Day and Time
- Detail Schedule
- Academic History
- Unofficial Academic Transcript

Financial Information

- Budget and Award Information (Award Letter)
- Account Summary
- Make a Payment
- Request a Withdrawal
- Statements
- 1098-T Tax Information

Step by Step Instructions to Enable Access for Parents, Spouse, Other Parties

To enable access for your parent(s), spouse, or other parties, perform the following steps:

1. Go to <https://ssweb.illu.edu> and click on [Student Services Login](https://ssweb.illu.edu/llu/twbkwbis.P_WWWLogin) (https://ssweb.illu.edu/llu/twbkwbis.P_WWWLogin) and log in.
2. Click on the "Parent/Other Party Access" link (in the "Students and Applicants Menu").
3. Click on the "Add Proxy" link (on the "Parent/Other Party (Proxy) Access" page).
4. Enter information about the parent/other party, then click the "Add Proxy" button.
 - a. First Name
 - b. Last Name
 - c. E-mail Address (and "Verify E-mail Address")
5. Click on the "Expand" link for the specific parent/other party name (in the "Proxy List" on the "Parent/Other Party (Proxy) Access" page).
6. On the "Profile" tab, enter the "Proxy Profile" information.
 - a. Relationship -- the default and only choice is "Parent or Other Party"
 - b. Description -- optional description, such as Dad, Mom, name of spouse, or other name
 - c. Start Date -- the start date for proxy access (in MM/DD/YYYY format); defaults to the current date
 - d. Stop Date -- the stop date for proxy access (in MM/DD/YYYY format); defaults to five years from the current date.
 - e. Click on the "Collapse" link.
 - There is no "Save" button. Clicking "Collapse" saves the data.
7. Add authorizations for the parent/other party.
 - a. Click on the "Authorization" tab (on the "Parent/Other Party (Proxy) Access" page).
 - b. Put a checkmark next to the information page names that you want your parent/other party to be able to access online or discuss over the phone.
 - c. Click on the "E-mail Authorizations" link in the upper-right area of the Page Authorization section. This sends an email to your parent/other party to tell them what pages they can access.
 - d. Click on the "Collapse" link.
 - There is no "Save" button. Clicking "Collapse" saves the data.

Other features that you can use are:

- "History" tab -- View an "Authorization Log" showing the history of your authorizations for each parent/other party.
- "Communication" tab -- Resend emails to parents/other parties.

Parents, spouses, and other parties interact with the Banner Parent/Other Party system in the following way:

- They receive an email inviting them to establish their login PIN.
 - The subject is "LLU Parent/Other Party Access - New Account Created for You".
 - The email contains an "Action Link" and an "Action Password".
 - The parent/other party clicks on the Action Link and must enter the Action Password in the "Old PIN" field on the web page that the Action Link takes them to.
 - They are asked to establish a new PIN for subsequent logins.
- After the student authorizes pages for the parent/other party, the student can send an email to the parent/other party to announce that pages have been authorized for them to access.
 - The subject is "LLU Parent/Other Party Access - Authorizations"
 - The email includes a list of web pages that the parent/other party can access.
 - The email includes a login link.
- They receive another email after the previous step of establishing a PIN is completed.
 - The subject is "LLU Parent/Other Party Access - Login Info"
 - Parents/other parties log in at <https://ssweb.llu.edu/parents>

Frequently Asked Questions (FAQ's) about the Banner Web "Parent/Other Party Access" feature:

Frequently Asked Questions (FAQ's) from Students

How do I begin the process of granting access for my parents, spouse, or other party?

- To get started, go to <https://ssweb.illu.edu> and click on the [Student Services Login \(https://ssweb.illu.edu/illu/twbkwbis.P_WWWLogin\)](https://ssweb.illu.edu/illu/twbkwbis.P_WWWLogin) and select the "Parent/Other Party Access" option on the "Students and Applicants" menu.

How do I declare who I want to have access?

- Click on the "Add Proxy" link (on the "Parent/Other Party (Proxy) Access" page).
- Enter information about the parent/other party, then click the "Add Proxy" button.
 - First Name
 - Last Name
 - E-mail Address (and "Verify E-mail Address")

How do I define what Banner Web pages I want to allow access to?

- Click on the "Expand" link for the specific parent/other party name (in the "Proxy List" on the "Parent/Other Party (Proxy) Access" page).
- On the "Profile" tab, enter the "Proxy Profile" information if it hasn't been entered yet.
 - Relationship -- the default and only choice is "Parent or Other Party"
 - Description -- optional description, such as Dad, Mom, name of spouse, or other name
 - Start Date -- the start date for proxy access (in MM/DD/YYYY format); defaults to the current date
 - Stop Date -- the stop date for proxy access (in MM/DD/YYYY format); defaults to five years after the current date.
 - Click on the "Collapse" link (there is no "Save" button).
- Add authorizations for the parent/other party
 - Click on the "Authorization" tab (on the "Parent/Other Party (Proxy) Access" page).
 - Put a checkmark next to the information page names that you want your parent/other party to be able to access online or discuss over the phone.
 - Click on the "E-mail Authorizations" link in the upper-right area of the Page Authorization section. This sends an email to your parent/other party to tell them what pages they can access.
 - Click on the "Collapse" link (there is no "Save" button).

How do I tell my parent, spouse, or other party how they are supposed to log in and interact with the system?

- They will automatically receive emails instructing them how to log in and interact with the system.
- Parents/other parties can log in at <https://ssweb.illu.edu/parents> and follow the on-screen directions and prompts.
- You can refer them to the online help documentation at <https://ssweb.illu.edu/stuhelp/parent-other-party-access-for-parents.pdf>

How can I help my parent, spouse, or other party when they forget how to log in?

- You can tell them to go to <https://ssweb.llu.edu/parents>
- You can resend emails to them.
 - In the "Proxy List" on the "Parent/Other Party (Proxy) Access" page, click "Expand" and then click the "Communication" tab. You will see the "Communication Log" which shows what emails have been sent to the parent/other party. Click on the "Resend" icon (an envelope icon) next to the Subject line "LLU Parent/Other Party Access - Login Info."
- You can refer them to the online help documentation at <https://ssweb.llu.edu/stuhelp/parent-other-party-access-for-parents.pdf>

If you have other questions, contact the Student Finance office at stfin@llu.edu or (909) 558-4520 or contact the University Records office at registrar@llu.edu or (909) 558-4508.

Frequently Asked Questions (FAQ's) from Parents

What are the steps that will occur, and the actions that I need to take?

- You will receive an email with the subject "New Account Created for You"
- Click on the Action Link in that email.
- Enter your Action Password from the email.
- On the Reset PIN page, enter your Action Password from the email into the "Enter Old PIN" field. Enter a new PIN number in the "Enter New PIN" field and in the "Validate PIN" field, then press the Save button.
- Wait to receive a "Login Info" email with subject "LLU Parent/Other Party Access - Login Info"
- After your student sets up access to specific pages, you will receive an email with the subject "LLU Parent/Other Party Access - Authorizations". This email will usually arrive before you receive the "Login Info" email.

How do I log in to see my student's information?

- Go to <https://ssweb.llu.edu/parents>

I have set up my PIN and I have logged in, but I don't see any pages for me to access. What should I do?

- If you don't see any pages to access after you have clicked the tab with your student's name on it, please contact your student and ask them to set up the authorizations.


I want to see more of my student's information. How do I get more access?

- Ask your student if they are willing to give you access to more information.

If parents have other questions, they can contact the Student Finance office at stfin@llu.edu or (909) 558-4520 or contact the University Records office at registrar@llu.edu or (909) 558-4508.

Screenshots of student web pages used by the Parent/Other Party access system

Banner Web for Students menu, showing the new Parent/Other Party Access link

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Students and Applicants

HELP LOGOUT

Students and Applicants Menu

Welcome Last web access on Feb 28, 2018 at 10:57 am

Registration Portal


- [Admissions Applications](#)
- [Degree Compliance Report](#)
- [Finance Menu](#)
- [Forms Menu](#)
- [Grades Menu](#)
- [Graduation Preparation Menu](#)
- [Need a Background Check?](#)
- New!** [Parent/Other Party Access](#)
- [Potpourri](#)
- [Schedule of My Courses Menu](#)
- [Transcripts Menu](#)
- [Update My Personal Information Menu](#)

[Feedback](#)

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Getting ready to Add Proxy for the first time


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RETURN TO STUDENTS AND APPLICANTS MENU HELP LOGOUT

Parent/Other Party (Proxy) Access

Proxy List

 Expand a Parent/Other Party to define relationship type, begin and end dates, and authorizations.


 Your Parent/Other Party list is empty.

 [Add Proxy](#)

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Add a Proxy

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Students and Applicants

RETURN TO STUDENTS AND APPLICANTS MENU [HELP](#) [LOGOUT](#)

Parent/Other Party (Proxy) Access

Proxy List
Expand a Parent/Other Party to define relationship type, begin and end dates, and authorizations.

Your Parent/Other Party list is empty.

Add a Proxy
Add a new Parent/Other Party using the form below. Then edit their profile and authorization settings to enable appropriate access.

* - indicates a required field.


First Name*	Isa
Last Name*	Parent
E-mail Address*	parent@email.net
Verify E-mail Address*	parent@email.net

[Add Proxy](#)

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Confirmation screen after doing Add Proxy (List of Parents/Other Parties (Proxies))

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Parent/Other Party (Proxy) Access

A new Parent/Other Party has been successfully added.

Proxy List
Expand a Parent/Other Party to define relationship type, begin and end dates, and authorizations.


Expand Isa Parent parent@email.net 0 pages

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Describe the Relationship with a Parent/Other Party (Proxy) that student Previously Added (this happens after the parent/other party has established their login PIN)


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Parent/Other Party (Proxy) Access

Proxy List

 Expand a Parent/Other Party to define relationship type, begin and end dates, and authorizations.

 Collapse [Isa Parent](#) [parent@email.net](#)

Profile Authorization History Communication

Proxy Profile

Please select your relationship with this Parent/Other Party. The list of pages available to the Parent/Other Party is based on the selected relationship.

The description field is your personal note about this Parent/Other Party (e.g. dad, mom, soccer coach, company name).

You can control the start and end dates for proxy access below.



* - indicates a required field.


Relationship*


Description


Start Date (MM/DD/YYYY)*

Stop Date (MM/DD/YYYY)*

 Reset PIN  Delete Proxy Relationship

 Your Parent/Other Party has not verified their email address.

 The Parent/Other Party PIN is disabled.

 [Add Proxy](#)

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Adding Authorizations of Pages for Parents and Other Parties to Access



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Parent/Other Party (Proxy) Access

Proxy List

Expand a Parent/Other Party to define relationship type, begin and end dates, and authorizations.

Collapse Isa Parent [parent@email.net](#)

[Profile](#) [Authorization](#) [History](#) [Communication](#)

Page Authorization

Select the information pages your Parent/Other Party should be able to access. Once authorized, your Parent/Other Party will be able to view and/or update these pages when they log in. By selecting any of the items below you are giving permission to University offices to discuss the selected items with the designated Parent/Other Party.



E-mail Authorizations

☐ Academic Information Check to Select or Deselect ALL items below.

- ☐ Schedule/Registration Invoice
- ☐ Grades
- ☐ Schedule by Day and Time
- ☐ Detail Schedule
- ☐ Academic History
- ☐ Unofficial Academic Transcript

☐ Financial Information Check to Select or Deselect ALL items below.

- ☐ Budget and Award Information (Award Letter)
- ☐ Account Summary
- ☐ Make a Payment
- ☐ Request a Withdrawal
- ☐ Statements
- ☐ 1098-T Tax Information




[Add Proxy](#)

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View a History of Authorizations


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Parent/Other Party (Proxy) Access


Proxy List
Expand a Parent/Other Party to define relationship type, begin and end dates, and authorizations.

 Collapse Isa Parent [parent@email.net](#)

[Profile](#) [Authorization](#) [History](#) [Communication](#)

Authorization Log
This list is the history of your authorizations for this Parent/Other Party (newest to oldest).


Date	Action	Page
Dec 01, 2017 08:05 am	Enable	Grades
Dec 01, 2017 08:05 am	Enable	Schedule/Registration Invoice
Dec 01, 2017 08:05 am	Enable	Statements
Dec 01, 2017 08:05 am	Enable	Request a Withdrawal
Dec 01, 2017 08:05 am	Enable	Make a Payment

 [Add Proxy](#)

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View Communications


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Parent/Other Party (Proxy) Access


Proxy List
Expand a Parent/Other Party to define relationship type, begin and end dates, and authorizations.

 Collapse Isa Parent [parent@email.net](#)

[Profile](#) [Authorization](#) [History](#) [Communication](#)

Communication Log
Action date is when the Parent/Other Party activated the URL within the message. Expiration date is when the URL within the message will last be active.

Transmit Date	Subject	Action Date	Expiration Date	Resend
Dec 01, 2017 08:05 am	LLU Parent/Other Party Access - Authorizations			
Dec 01, 2017 07:59 am	LLU Parent/Other Party Access - Login Info			
Dec 01, 2017 07:59 am	LLU Parent/Other Party Access - New Account Created for You		Dec 06, 2017	


 [Add Proxy](#)

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Screenshots of parent web pages used by the Parent/Other Party access system

First Time Setup -- Enter Action Password

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The e-mail you received contained an Action Link (which you have used to get here) and an Action Password used to verify that you are the intended recipient.

You will also use the Action Password as the "Old PIN" on the following page when establishing your new PIN.


* - indicates a required field.

Action Password*

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Reset PIN (for first time setup and whenever needed after that)

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Reset PIN

Enter your new PIN twice. A PIN can be a number, password or passphrase. For higher security, use a combination of uppercase letters, lowercase letters and numbers.

✓ Welcome to the Loma Linda University Parent/Other Party Access system. Your e-mail address has been verified. The next step is to save your security PIN for Parent/Other Party access.

* - indicates a required field.

Minimum PIN length: 6 Maximum PIN length: 15.

Enter e-mail address

Enter Old PIN


Enter New PIN

Validate PIN

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Login

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Parent/Other Party Access Login

 Enter the e-mail address that was registered as a LLU Parent/Other Party user. Then enter the PIN that you previously defined. Students can register any e-mail address as a Parent or Other Party and can then enable access to selected Banner Web pages. All Banner Web pages are personal and confidential. Your PIN should never be shared. If you suspect that someone else may know your credentials, enter your e-mail address and then reset your PIN using the 'Forgot PIN' or 'Reset PIN' button.

* - indicates a required field.


E-mail Address*

PIN*

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Parent Profile

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[HELP](#) [LOGOUT](#)

Parent/Other Party (Proxy) Access Home


 You will see a tab for each student who has authorized pages for you to access. Select a named tab to enter PROXY MODE. You will then see a list of links for pages authorized by that student.

While in PROXY MODE any links and tabs above will be disabled. Select the Profile tab (or close your browser) to exit proxy mode.

When you activate a link, the focus will change to another browser window dedicated to proxy display. The window title and page content (including links) are only valid for the selected student.


Profile **Isa Student**

Proxy Profile

 Please keep your LLU Parent/Other Party Access information up-to-date.

* - indicates a required field.

Salutation	<input type="text"/>
First Name *	<input type="text" value="Isa"/>
Middle Name	<input type="text"/>
Last Name *	<input type="text" value="Parent"/>
Name Suffix	<input type="text"/>
Nickname	<input type="text"/>
Home E-Mail Address E Mail Address *	<input type="text" value="parent@email.net"/>

 [Click here to change your PIN](#)

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Proxy Authorizations for your student



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Parent/Other Party (Proxy) Access Home


 You will see a tab for each student who has authorized pages for you to access. Select a named tab to enter PROXY MODE. You will then see a list of links for pages authorized by that student.

While in PROXY MODE any links and tabs above will be disabled. Select the Profile tab (or close your browser) to exit proxy mode.

When you activate a link, the focus will change to another browser window dedicated to proxy display. The window title and page content (including links) are only valid for the selected student.

[Profile](#) [Ima Student](#)

Proxy Authorizations

 The following Banner Web page links have been specifically authorized for your use. All pages will display in a dedicated Proxy Access window. Use the EXIT link to close the Proxy Access window. There is no need to close the window until you have completed all proxy access.

Welcome to the Loma Linda University Parent/Other Party Access system. If you do not see authorizations listed below contact the student.

Academic Information for Ima Student

- Schedule/Registration Invoice
- Grades

Financial Information for Ima Student

- Make a Payment
- Request a Withdrawal
- Statements

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Request Account Withdrawal



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[HELP](#) [EXIT](#)

Request Account Withdrawal

You are viewing Ima Student's information

STUDENT INFORMATION

Name: Student, Ima Term: Autumn of 2017

ID: 8111222 Program: AH Occupational Therapy (Entry-Level MOT/Prior BS), MOT

E-Mail: 111111@gmail.com

STEP 1: Review your projected account information

PROJECTED FINANCIAL AID	SUMMARY
NONE	Prior Balance: -11,651.99
PROJECTED CONTRACTS	Term Total Activity: 0.00
NONE	Paid Financial Aid: 0.00

	Total Charges: -11,651.99
	Less: Financial Aid 0.00
	Less: Contracts 0.00
	=====
	Projected Balance -11,651.99

STEP 2: Select one of the following:

Type	Max Amount Available	Process Date *
<input type="radio"/> Account Withdrawal	11,651.99	Thursday, December 7, 2017
<input type="radio"/> Account Withdrawal (RUSH**)	11,631.99	Monday, December 4, 2017

* Process Date:

- Direct Deposits may take at least 2 bank business days after the Process Date to be deposited in your bank account. Please verify availability of funds in your bank account before initiating any transactions.
- Checks to be picked-up will be available on the Process Date after 11 am.
- Checks to be mailed will be mailed on the Process Date.

** "Rush" Processing:

- An additional fee of \$20.00 will be charged for "Rush" processing.

STEP 3: Enter requested amount:

Requested amount: \$ (\$20.00 Minimum)

STEP 4: How would you like it processed?

- ☐ Direct Deposit (please allow 2 bank business days after processing date for the deposit to show in your bank account)
- ☐ Pickup check at Student Finance cashier's window
- ☐ Mail check to me at: (Enter address information below)

Name: Ima Student

Address Line 1:

Line 2:

Line 3:

City/State/Zip: / /

Nation (if not US):

STEP 5: Submit your request

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Here below are the various email generated by the Parent/Other Party system.

New Account Created

Subject: LLU Parent/Other Party Access - New Account Created for You

To: John Smith (johnsmith@llutest.com)

Ima Student has added you as an authorized user in the Loma Linda University Parent/Other Party Access system.

To verify your account, please use the following Action Link and Password:

- Action Link:
https://ssweb.llu.edu/llu/bwgkpxya.P_PA_Action?p_token=QUFDZjNyQUFXQUFCL0dSQUD
- Action Password: M5KFTRZF

You will be asked to establish a PIN for subsequent logins. When establishing your new PIN, please use the Action Password listed above as your "Old PIN".

Please fill in your profile information completely and confirm it is up to date.

If you feel you have received this message in error, please forward to registrar@llu.edu .

Sincerely,

University Records
Loma Linda University

Login Info

Subject: LLU Parent/Other Party Access - Login Info

To: John Smith (johnsmith@llutest.com)

Ima Student has tagged you as a user in the Loma Linda University Parent/Other Party Access system.

The Parent/Other Party Access system is available at the following URL:

- <https://ssweb.llu.edu/llu/bwgkprxy.P> ProxyLogin

Hopefully you have already established your credentials and confirmed that your profile data is up to date. The next step is for Ima Student to authorize pages for your use. Contact Ima Student at istudent@llu.edu and ask them to send you a list of current authorizations.

If you feel you have received this message in error, please forward to registrar@llu.edu .

Sincerely,

University Records
Loma Linda University

Authorizations

Subject: LLU Parent/Other Party Access - Authorizations

To: John Smith (johnsmith@llutest.com)

Ima Student has authorized you to have access to the following pages:

Academic Information

- Schedule/Registration Invoice
- Grades
- Schedule by Day and Time
- Detail Schedule
- Academic History
- Unofficial Academic Transcript

Financial Information

- Budget and Award Information (Award Letter)
- Account Summary
- Make a Payment
- Request a Withdrawal
- Statements
- 1098-T Tax Information

The Loma Linda University Parent/Other Party Access system is available at the following URL:

- https://ssweb.llu.edu/llu/bwgkprxy.P_ProxyLogin

If you feel you have received this message in error, please forward to registrar@llu.edu .

Sincerely,

University Records
Loma Linda University

Confirm New Email Address

Subject: LLU Parent/Other Party Access - Confirm New Email Address

To: John Smith (johnsmith2@llutest.com)

A request has been received to replace johnsmith@llutest.com with johnsmith2@llutest.com as your e-mail address. If this is correct then use the link below to confirm the change.

An e-mail message was also sent to johnsmith@llutest.com with a link that can cancel the change. Delete that message if you are okay with the new credentials.

Use this Action Link and Password to confirm your updated credentials:

- Action Link:
https://ssweb.llu.edu/llu/bwgkpxya.P_PA_Action?p_token=QUFDZjNyQUFXQUFCL0dSQUGF
- Action Password: 0UW8T24O

We also ask that you fill in your profile information completely and confirm that it is up to date.

If you feel you have received this message in error, please forward to registrar@llu.edu .

Sincerely,

University Records
Loma Linda University

Cancel New Email Address

Subject: LLU Parent/Other Party Access - Cancel Updated Email Address

To: John Smith (johnsmith@llutest.com)

A request has been received to replace johnsmith@llutest.com with johnsmith2@llutest.com as your e-mail address. If this is not correct then use the link below to cancel the change.

An e-mail message was also sent to johnsmith2@llutest.com with a link that can confirm the change. Delete that message if you want to retain your old credentials.

Use this Action Link and Password to cancel your updated credentials:

- Action Link:
https://ssweb.llu.edu/llu/bwgkpxya.P_PA_Action?p_token=QUFDZjNyQUFXQUFCL0dSQUFF
- Action Password: 0UW8T24O

We also ask that you fill in your profile information completely and confirm that it is up to date.

If you feel you have received this message in error, please forward to registrar@llu.edu .

Sincerely,

University Records
Loma Linda University

PIN Reset

Subject: LLU Parent/Other Party Access - PIN Reset

To: John Smith (johnsmith@llutest.com)

A request has been received to change your PIN for the Loma Linda University Parent/Other Party Access system.

This request could have been initiated by yourself or by a student you proxy for (Ima Student). Your old PIN is no longer valid.

Please remember that your credentials should not be shared.

Use this Action Link and Password to reset your PIN:

- Action Link:
https://ssweb.llu.edu/llu/bwgkpxya.P_PA_Action?p_token=QUFDZjNyQUFXQUFCL0dUQUFG
- Action Password: CJNQ80PF

When establishing your new PIN, please use the Action Password listed above as your "Old PIN".

We also ask that you fill in your profile information completely and confirm that it is up to date.

If you feel you have received this message in error, please forward to registrar@llu.edu .

Sincerely,

University Records
Loma Linda University

Delete Relationship

Subject: LLU Parent/Other Party Access - Delete Relationship

To: John Smith (johnsmith@llutest.com)

Ima Student has deleted you as an authorized user in the Loma Linda University Parent/Other Party Access system.

You will no longer have access to the Parent/Other Party Access pages for this student.

If you feel you have received this message in error, please forward to registrar@llu.edu .

Sincerely,

University Records
Loma Linda University