Proxy Access FAQ

Student
Q: I have a sister at Temple. Can my Mom be a proxy for me and my sister using the same email address?

A: Yes. Proxies are identified by e-mail address, and multiple students can assign that address as a proxy. This is particularly useful in the case of siblings attending Temple University. For example, a mom’s e-mail address might be momof2owls@server.com. Multiple students can assign that address as their proxy.

Q: When a proxy receives access to multiple students’ records, can each student set up different levels of access?

A: Yes. Each student who grants proxy access to an e-mail address has complete control over the access his or her account, including start and stop dates and permission levels.

Q: Can multiple proxies use the same e-mail address?

A: Ideally, no. However, if parents share an e-mail address and a student wishes to grant proxy access to both using that address, the student can do so. If this is how the student wishes to set it up, we ask that, when completing the first-name field, the student enters both first names (example: Mary and David). Also, in the relationship description field, enter “parents” or “mom and dad”. Please note that there will be one PIN, established by whoever sets it up first.

Q: Does Proxy Access replace the FERPA Contact Waiver?

A: This does not replace the FERPA Contact Waiver. The FERPA Contact is available as the other option on the FERPA Waivers Menu.

Q: What is the difference between Proxy Access and FERPA Contact Waiver?

A: Proxy Access allows a student to grant others permission to access certain components of their education records in Self Service Banner. This is called
granting “proxy access” and you refer to the other person as your “proxy.” By selecting Proxy Access following the easy instructions to add a proxy, the student is providing the university with their consent to allow the proxy to access components of their education records in Self Service Banner.

FERPA Contacts allows a student to consent to the release of all of the information from their education records to parents, guardians or other appropriate persons. By selecting FERPA Contacts and providing the requested information, the student is providing the university with your consent to discuss any information from their education records with the person(s) specified, either in person or via the telephone.

**Proxy**

**Q:** I can’t see all of my student’s information; can you change that for me?

**A:** Temple University administrators and Computer Services Help Desk consultants cannot change the permission settings for proxies. Only the student granting the proxy access can change the permissions.

**Q:** I deleted my emails and need to log in to the Temple University Proxy Access System. What link do I use to login?

**A:** [https://prd-wlssb.temple.edu/prod8/bwgkprxy.P_ProxyLogin](https://prd-wlssb.temple.edu/prod8/bwgkprxy.P_ProxyLogin)

**Q:** I forgot my PIN. What do I do?

**A:** From the Temple University Proxy Access System login page, enter your e-mail address and then click the 'Forgot PIN' button. An email will be sent with a link and Action Password to allow you to reset your PIN.