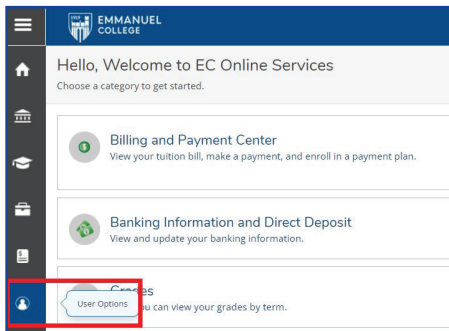# HOW TO SET UP AN AUTHORIZED USER:

Students may share access to their account with anyone helping with their tuition bill. Students have the choice to provide access to financial and/or academic information. Please see below for more information on the options students can authorize:

- **Billing & Payment Center:** Provides access to view the tuition bill, enroll in a payment plan, and make payments.
- **Financial Aid:** Provides access to view Financial Aid Letters and any outstanding requirements.
- **Tax Information:** Provides access to the student's 1098-T for a given year.
- **Grades:** Provides access to view mid-semester (if applicable) and final transcript grades.

Please note this authorization is not considered a waiver for the Family Educational Rights and Privacy Act (FERPA) and will not provide access to request transcripts or obtain or discuss the student's academic record with College faculty or staff without express written consent provided to the Office of the Registrar. More information on the Family Educational Rights and Privacy Act (FERPA) is available at http://www.emmanuel.edu/academics/office-of-the-registrar/resources/privacy.

How to Share Access

1. Log into EC Online Services (ecss.emmanuel.edu/student) using Emmanuel student credentials.
2. Select the "User Options" tab.
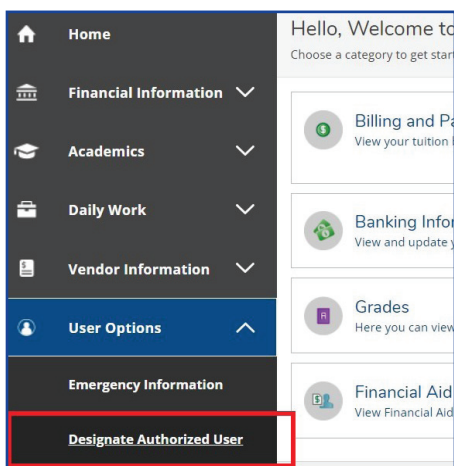
3. Select "Designate Authorized User" then "Add an Authorized User"
4. Enter authorized user's name, preferred email address, relationship to you, and birth date.
5. Select the access you wish to authorize for that user (each authorized user can have access to different information). Be sure to select "Billing & Payment Center" and "Financial Aid". You can also give access to your "Academics" (grades) and "Tax Information" if you choose or select "Allow Complete Access" to give access to all of your information.
6. The authorized user will then receive an email notification that they have been set up as an authorized user and a separate email with their username, a link with their password, and a direct link to EC Online Services. **Please note that the password link will only be active for 48 hours.**
7. You can repeat this process and set up as many authorized users as you need.

**How does my authorized user reset their password?**

1. Authorized users cannot reset their own password. The student must do that on their behalf.
2. Students can generate a link to reset the password for their authorized users by logging into EC Online Services, selecting "User Options" and "Designate Authorized User".
3. The student should then click on the link in the blue box at the top of the page to send the password reset email to their authorized user.

**Updating Demographic Information**

To update demographic information for your authorized user, including their name, email address, relationship or birth date please contact the Registrar's Office at regmail@emmanuel.edu. If conflicting information was prohibiting you from creating your authorized user, once the demographic information has been updated, you can complete the process to designate them as authorized users.

Helpful Tips

- Authorized users will be provided a username that has an underscore to differentiate them from student or staff logins. Please note that when authorized users sign in with their login information, it will automatically autofill the login to '@emmanuel.edu'.
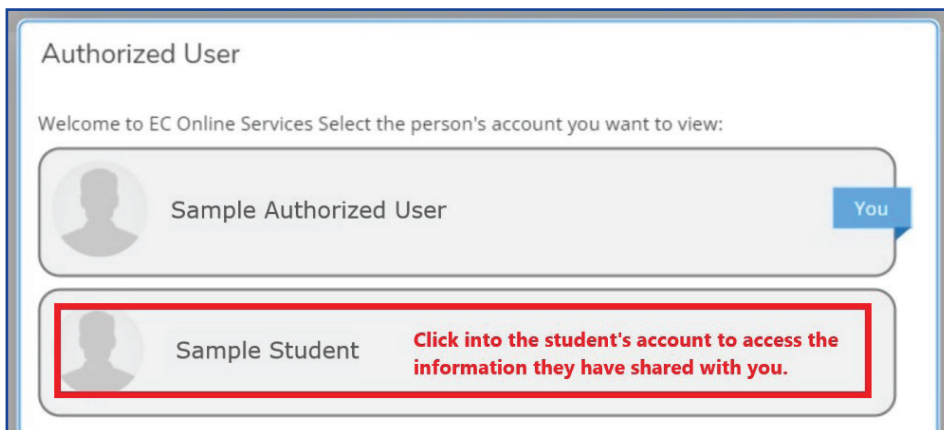
- When an authorized user is logging in, they should get an initial screen that says they can go into their own profile, labelled 'You' or can go into the student's account. **Authorized users should click the student's name and 'Continue' to view the financial and/or academic information the student has shared access to.** See an example here for detailed information.
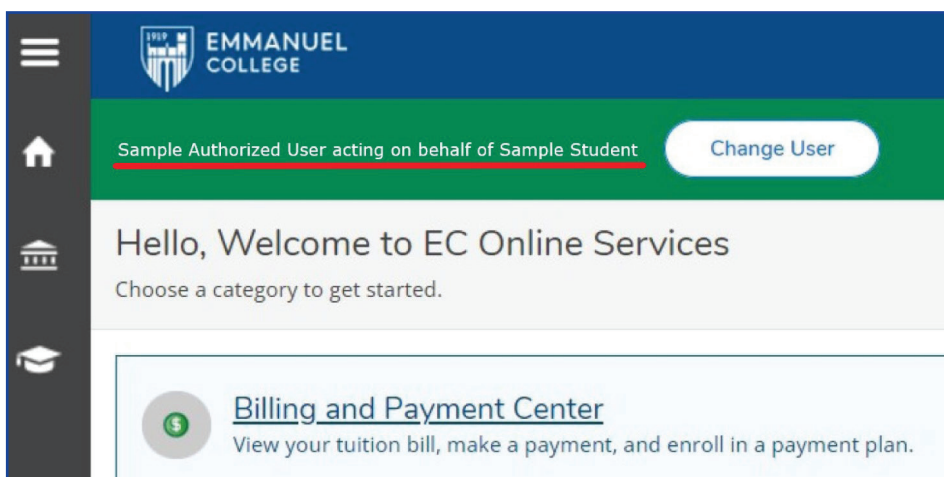
- Once authorized users have logged in and detailed into the student's account they should see a banner that states they are "acting on behalf of…" and everything that the student extended privileges for should be displayed on this screen. See an example here for detailed information. If you are still missing access to information, please check with the student as they can confirm the level of access they have provided.