



Guardian/Family Access FAQ's for Students

Which students can set up proxies in Grand Valley State University's Guardian/Family Access?

Any student has the ability to set up a proxy in Guardian/Family Access. The link can be found in myBanner Self-Service on the Guardian/Family Access tab.

How do I set up Guardian/Family Access?

1. Log in to **myBanner**
2. Click on the **Guardian/Family Access** tab
3. Click **Guardian/Family Access Management**
4. Click **Add Proxy** and fill in the proxy's information and click on the "Add Proxy" button
5. Click **Expand** (proxy's name)
6. Select "Proxy User" from the **Relationship** drop down menu
7. Fill in an optional **Description** of your proxy
8. **Start** and **Stop Dates** are automatically populated
9. Click the **Authorization** tab and select the items you would like your proxy to be able to view. There is no SAVE button. Your selections are automatically saved.

Why can't I use the same email for my mom and dad or other proxies?

The unique identifier for the proxy in myBanner is the email address. An email address can only be associated with one person.

Can someone use Guardian/Family Access to make payments on my account?

No, payments cannot be made through Guardian/Family Access. Please see the [Forms of Payment](#) page for payment information.

I am selecting items I want my proxy to see, but where is the save button?

The functionality of the Authorization tab where you select the items you want your proxy to see saves your selection immediately upon each click. There is no save button.

I am a GVSU student and a proxy. Will Guardian/Family Access be different for me?

Grand Valley State University students log in through myBanner to designate an individual to be a proxy and authorize items for your proxy to view. The Guardian/Family Access login is for you, as a proxy, to view the information your student has authorized you to see.

What does the lock mean when I see it next to my designee's name on the Guardian/Family Access authorization page?

The lock is displayed until you click on the designee's name and select "Proxy User" from the relationship drop down menu.

What does the number of pages mean next to my proxy's name on the Guardian/Family Access management webpage?

The number of pages indicates the number of items of information you have authorized the proxy to see. Each information item is available as a webpage.

Will my designee be notified if I modify or remove authorization to view my information?

There is no automatic notification sent when you modify items on the Authorization tab for your proxy. If you want to notify them of any changes, click the "E-mail Authorizations" icon on the "Authorization" tab and it will generate an email to your proxy.

If I make someone a proxy, can they call Grand Valley if they have questions about it?

If your proxy has a question about the functionality of Guardian/Family Access, they should first check the Guardian/Family Access FAQ's at www.gvsu.edu/registrar. Through Guardian/Family Access, a proxy is able to view the information that you, as the student, have authorized. It does not give them permission to discuss your educational records with a Grand Valley State University official.

I only want my proxy to have access for a particular time frame. Can I set a date range?

Guardian/Family Access allows you to set a start and end date for each proxy. After logging into myBanner, click on the Guardian/Family Access tab and then select "Guardian/Family Access Management" from the Guardian/Family Access Menu. Click on the name of the proxy to expand their information. On the Profile tab you see the Start Date and End Date. Each can be changed.

How do I remove access for a proxy?

Access to information can be removed in several ways. You can change the Stop Date on the “Profile” tab, remove all the checks on the authorization tab, or click on the “Delete Proxy Relationship” icon.

What if my proxy loses the email that contains their login information?

When a Grand Valley State University student logs into myBanner and designates a proxy, 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 to your proxy that includes a list of the pages they are authorized to view as well as a link to log in. The Guardian/Family Access login page is also available on the Registrar’s homepage at www.gvsu.edu/registrar.