1. You will receive an email indicating that your username is being created:	You will receive a second email that contains a link to the website where can activate your account.

2. After you have successfully setup your account

How do parents or legal guardians gain access to Proxy Access?
Users gain access by being granted permission by the student. Once the necessary steps are completed by the student, a designated proxy will receive two email messages. One will indicate that the account has been created, and will provide the username. The other will provide a link to a website where you can create your password.

What should be done if a proxy forgets their username and/or password?
Please call the OIT helpdesk at 413-796-2200 for assistance.

I am having trouble setting up my account. Is there someone that can walk me through the process?
Yes, please call the OIT help desk at 413-796-2200 for assistance. They are available M-F from 8:30-4:00.

Why would only one child's name appear as a selection for a proxy with more than one child attending WNE?
Each student that has identified you as a proxy will be listed when the you log into Self-Service. When the student is selected, those areas that the student has authorized you to see will be shown. To be in compliance with FERPA, the student has complete control over what information can be viewed by each user. If the student's name does not appear, that student has not granted access to the account information. The parent should contact the student with questions regarding access.

When a proxy is given access to multiple students, can the access granted be different for each student?
Yes. Each student who grants proxy access has complete control over the access for their account.

Can WNE staff make updates to what a proxy can view for a student?
No. College staff cannot change the permission settings for proxies. Only the student granting the proxy access can change the permissions that are granted.

A proxy used to be able to see the information, but now cannot. What happened?
The student is in control of the information that a proxy can view. If the proxy can no longer see information, the proxy should contact the student.

A proxy received an e-mail stating that proxy access has been updated or removed. What happened?
The student has modified or removed the access to his or her account. Only the student can change a proxy's access. No one at WNE can do so.

I am a proxy for my student. How do I log into Self-Service?
The Self Service web address is https://selfservice.wne.edu. Use the username that was sent to you via email and the password that you selected.

Can I contact Western New England University if I have a question about Proxy?
Yes, if you have a question regarding the proxy access process, you can email questions to records@wne.edu or call Enrollment Services at 413-796-2080.

I am a proxy for my student. I want to pay the tuition bill. How do I do that?
After you have accessed your student's account, clic   !