

KnightLine Proxy Access for Proxies

What is proxy access?

Proxy access allows St. Norbert College students to grant a parent, guardian or anyone else who the student would like, to authorize access to their St. Norbert College confidential records (e.g. bursar billing statement, financial aid awards, grades, etc.). When a passphrase is added, this allows the proxy to have verbal conversations with anyone at St. Norbert College for records the student has granted access. Essentially, this is a password to verify the identity of the proxy.

A proxy is ONLY allowed access to the specific pages the student grants access.

Instructions for using your authorized KnightLine proxy pages

1. When an SNC student adds you as a proxy, an email is initiated from the student to you with your login instructions and temporary password.
2. Once logged into "Old" KnightLine, you will be asked to establish a pin/password for subsequent logins.
3. Another email will be initiated from the student to you with a **Passphrase**, a unique code word or phrase that is assigned by the student. The passphrase is **REQUIRED** when you (Proxy) have verbal conversations with any St. Norbert College office to obtain information about the student.
4. You will see a tab for each SNC member 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 user.
5. When you activate a link in your proxy mode, the focus will change to another browser window dedicated to proxy display. **Note that** while in proxy mode, any links and tabs will be disabled. Select the **Profile** tab (or close your browser) to exit proxy mode.

Frequently Asked Questions

How do I get to the login for KnightLine proxy access?

The initial email you received about your new proxy access gave you a unique URL to access KnightLine proxy with a temporary password. If you have already accessed KnightLine and set up your new pin/password, then use this link to access the KnightLine proxy login, or go to www.snc.edu/knightline. **Proxy Login is in "Old" KnightLine**

I can't remember my password. What do I do?

Select the **Forgot Pin** on the Proxy Access Login page in "Old KnightLine". This will immediately send an email to you, with the login instructions and temporary password.

My email address is changing. What do I do?

You need to contact the St. Norbert College student you are a proxy for, and ask them to **Stop Date your current Proxy tab and create a new Proxy tab with your new email address**. Once completed an email will immediately be sent to your new address and will include the login instructions and a temporary password.

How can I find out what the student I am a proxy for has authorized me to see?

Log into "Old" KnightLine proxy access. Once you have completed your profile information, you will see the authorizations the student you are a proxy for granted you by clicking the tab with the student's name.

I used to be able to see information, now I can't. What happened?

The student you are a proxy for is in control of the information that you can view. If you can no longer see an item, please contact the student.

Why can I not see what I expected to see on the proxy access list in KnightLine?

The student you are a proxy for is in control of what is authorized for you. If you are expecting to see something else, you need to discuss your needs with the student you are a proxy for.

I am a proxy for more than one student. Why can I see different things on each student?

Each student is able to grant access to their proxy as they see fit. It is possible that you were granted different accesses between students.

I am a proxy for more than one student. How can I see each student's information in KnightLine?

For each student that has identified you as a proxy, there will be a tab in KnightLine with each student's name. By clicking the name tab, you will see the items that each student has authorized.

I am a proxy for more than one student. How can I tell which student's information I am looking at?

When an information item is selected, the information is displayed in a new window. The name of the student is located in the top portion of the web page.