

KnightLine Proxy Access for SNC Students

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 which records you have granted access. This passphrase is required to verify the identity of the proxy.

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

Instructions for setting up proxies

1. Log into “Old” KnightLine (**Note: Proxy Authorization is not yet available in “New” KnightLine**)
 2. Select the **KnightLine Proxy Access** tab or link.
 3. Select the **KnightLine Proxy Management** link.
- Now you’re ready to add your proxy.

If you are logged into “New” KnightLine

1. Select Proxy Management (Under Personal Information Menu)
 2. Reenter your login information to redirect you to “Old” KnightLine
- Now you are ready to add your proxy.

****This is also where you can update, add or end proxy access****

FIVE STEPS TO ADD A PROXY (MUST USE “OLD” KNIGHTLINE)

1. Select **Add Proxy** and list the full name and email address of the person to whom you want to give access to.
 - Once you have entered the Proxy information, click on the *Add Proxy* button.
 - This will initiate the process by sending an email to your proxy, with the login instructions and temporary password. An email will also be sent to your SNC email address, confirming the proxy you added.
 - **IMPORTANT: The proxy you added will have 0 pages of authorization until you complete steps 2 through 4.**
2. Select any place in the proxy name to expand the proxy information.
3. Complete the **proxy profile**.
 - **You must select the relationship** (mother, father, other, etc.) of the proxy to you. Once a relationship is selected, the Stop Date will automatically update to 4 years plus 3 months from today’s date.
 - Create a Passphrase, a unique code word or phrase that is assigned by you (student) to each Proxy you set up. The passphrase is **REQUIRED** when your Proxy has verbal conversations with any St. Norbert College office to obtain information about you (student). This passphrase is used to verify the identity of the proxy.
 - The **Start Date** is the current date.
 - **Confirm the Stop Date** is for the length of time you are giving authorization. We recommend 4 years plus 3 months
4. Select the E-mail Passphrase link to email your passphrase to your Proxy.
5. Select the **Authorization** tab to complete the proxy process. **NOTE:** Once you’ve completed selecting your authorization(s), you are finished — there is no save button.

Frequently Asked Questions

Which students can set up a proxy in KnightLine?

Any registered student has the ability to set up a proxy in KnightLine.

How do I establish a proxy in KnightLine? Here's a quick reference guide:

1. Log into "Old" KnightLine (**Note: Proxy Authorization is not yet available in "New" KnightLine**)
2. Click the **KnightLine Proxy Access** tab.
3. Click **KnightLine Proxy Management**.
4. Click the **Add Proxy** link
5. Complete the proxy information and select **Add Proxy** button.
6. Click **Expand [proxy's name]**.
7. **You must select the relationship** (mother, father, other, etc.) of the proxy to you.
8. Fill in a **Description** of your proxy (Mom, Dad, soccer coach, etc.).
9. Enter a Passphrase (unique code word or phrase) to allow authorized SNC personnel to speak to your Proxy.
10. The **Start Date** is the current date.
11. **Confirm the Stop Date** is for the length of time you are giving authorization. We recommend 4 years plus 3 months
12. Click the **Authorization** tab and select the desired proxy's authorized activities. There is no "save" button, your choices are saved automatically as you click.

You have successfully established access for your proxy. You can modify or revoke this access at any time.

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

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

What if my proxy wants a new email address than the one already established?

A current email address CANNOT be changed or updated in KnightLine. If a current proxy wishes to use a new email address you need to disable the current tab and create a new one:

1. Log into "Old" KnightLine (**Note: Proxy Authorization is not yet available in "New" KnightLine**)
2. Click the **KnightLine Proxy Access** tab.
3. Click **KnightLine Proxy Management**.
4. Select the proxy who wants a new email address, and **STOP DATE the current proxy access by entering the current date**.
5. Click **Add Proxy** link
6. Complete the proxy information with the new email address, and select **Add Proxy** button.
7. Click **Expand [proxy's name]**.
8. **You must select a Relationship** from the pull down menu.
9. Fill in a **Description** of your proxy (Mom, Dad, soccer coach, etc.).
10. Enter a Passphrase (unique code word or phrase) to allow authorized SNC personnel to speak to your Proxy.
11. **UPDATE the Stop Date** for the length of time you are giving authorization. We recommend 4 years plus 3 months.
12. Click the **Authorization** tab and select the desired proxy's authorized activities. There is no "save" button, your choices are saved automatically as you click.

If my proxy forgets their password, how do they get a new one?

Ask your proxy to select the **Forgot Password** on the Proxy Access Login page. This will immediately send an email to your proxy, with the login instructions and temporary password. An email will also be sent to your SNC email address.

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

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

I no longer want my proxy to have any access to my information. What do I do?

Access to information can be removed by changing the **stop date** on the Profile tab. You should also remove all checkmarks on the Authorization tab.

I want to modify/change what my proxy has authorization to. How do I do this?

You can add or delete authorization by checking or unchecking the items in the Authorization Tab found in the Proxy's profile tab. **Once updated there is no save button.**

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

There is no automatic notification sent to your proxy when you modify the items on the Authorization tab. If you want to notify them of any changes, click Email Authorizations in the Authorization tab.

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

You may set or change the start and end date for each proxy on the Profile tab.

What does the lock mean when I see it next to my proxy's name?

The lock means that your proxy doesn't have access yet. If you want to grant access, expand the proxy and assign a relationship and authorizations. You will also see a lock when the stop date for the proxy has been reached.

What does the number of pages mean next to my proxy's name?

The number of pages indicates the number of items of information you have authorized the proxy to see.