



Guardian/Family Access FAQ's for Proxies

How do I get to the login for Guardian/Family Access?

The initial email you received about your new Proxy account gave you a unique URL to access Guardian/Family Access with an Action Password (temporary PIN). If you have already accessed Guardian/Family Access and set up your new PIN, use this link to access Guardian/Family Access. There is also a link to log into Guardian/Family Access on the Registrar's home page at www.gvsu.edu/registrar/family.

I cannot find the email that contained my login information. What do I do?

When a Grand Valley State University student designates a proxy in myBanner, 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 that is sent to the proxy that includes a list of the pages you 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/family.

I cannot remember my PIN. What do I do?

You can easily change your PIN by going to the Guardian/Family Access login page. Fill in your email address, leave the PIN blank and click on the Forgot PIN button. A unique web link and Action Password will be sent to your e-mail address to reset your PIN.

Can I make payments in Guardian/Family Access?

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

My email address is changing. What should I do?

After logging into the Guardian/Family Access system, update your email address on the proxy profile page and click save. The system will then send two email messages. The first message is sent to your old email address to inform you that a request for a change from this address has occurred and if it was done in error, there is a unique link to click in order to cancel the change. The second email is sent to your new email address indicating that a change to this address was

initiated and a unique link to click confirming the change. Until you respond to one of these requests, your proxy account is locked.

I received an email saying I initiated an email change, when I did not initiate the change.

When a proxy changes their email address, the system will send two email messages. The first message is sent to your old email address to inform you that a request for a change from this address has occurred. The email also contains a unique link to cancel the change if it was done in error. The second email is sent to your new email address indicating that a change to this address was initiated and a unique link to click confirming the change. If you did not initiate the change, click the link to cancel the request.

How can I find out what my student has authorized me to see?

Log into Guardian/Family Access. You will see the authorizations your student granted to you by clicking on the tab with your student's name.

I used to be able to see information, but now I cannot. What happened?

Your student is in control of the information you can view. If you can no longer see an item, please contact your student.

Why can I not see what I expected to see on the list in Guardian/Family Access?

Your student is in control of what is authorized for you. Ask your student to email you the list of authorizations set up for you. If you are expecting to see something else, you need to discuss it with your student.

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 access by each student.

I am a proxy for more than one student. How can I see my student's information in Guardian/Family Access?

For each student that has identified you as a proxy, there will be a tab in Guardian/Family Access with the student's name. By clicking on the name tab, you will see the items that your student has authorized.

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

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

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 view their own information, designate an individual as a proxy and authorize items for a proxy to view. The Guardian/Family Access login page is for a proxy to view the information your student has authorized you to see.

Why doesn't anything happen when I click the "Exit" button?

While in Proxy mode, the links and tabs at the top of the page are disabled. Select the Profile tab (or close your browser) to exit proxy mode.