

Instructions for Individuals Using Proxy Access

DREW



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Contacting Your Student

Mail
Student Name
CM XXX (student's box number)
Drew University
36 Madison Avenue
Madison, NJ 07940-1434

The Basics

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Campus Safety

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www.drew.edu/parents

Proxy Login is in the Money & Bills box

Proxy Access Login

Enter the email address that was registered for proxy access(the address at which you received the email notifying you that access had been set up) and the pin you previously defined.

All pages are personal and confidential. The PIN should never be shared. If you would like to change your PIN, click on the "Forgot PIN" button.

* - indicates a required field.

E-mail Address*


PIN*

This is the main proxy login page.

If you have previously setup your personal PIN, you should enter your email address and PIN here.

If you have forgotten your PIN or never received an email, you should **enter your email address** and then click on the "**Forgot PIN**" button.

Forgot PIN

 A web page link has been sent to your e-mail address. Use the link to reset your PIN.

RELEASE: 8.5



This is the page you should receive after hitting the Forgot PIN button.

You should then check your email inbox.

You will receive an email from proxyaccess@drew.edu similar to below:

Send proxy pin reset request

From :	proxyaccess@drew.edu	Wed, Jul 18, 2012 01:36 PM
Subject :	Send proxy pin reset request	
To :	Proxy.user <proxy.user@gmail.com>	

To: Proxy User Name (proxy.user@gmail.com)

A request has been received to change your proxy PIN/password for Drew's TreeHouse Self-Service system.

Use this link to reset your proxy password:

http://bandev-ssb.drew.edu/wkly/bwgkpxya.P_PA_Action?p_token=QUFCendpQUFIQUFLMIV3QUFF

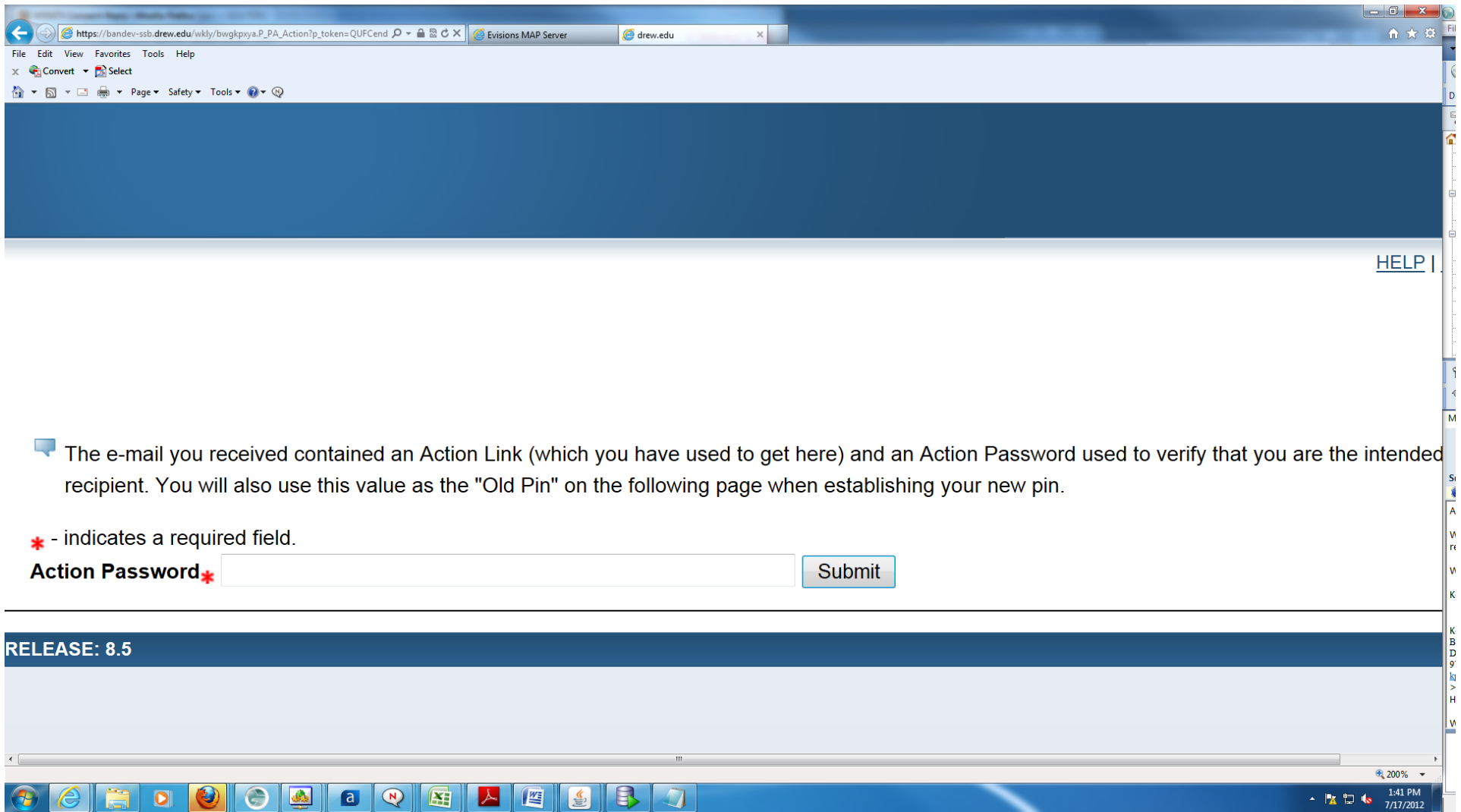
(Use **6FX10GNQ** as the action password)

If you do not see the email, check your Spam folder.

Copy and paste the link in the above email into the browser address bar. You will be taken to a page asking for an "Action Password". You may have better luck if you "reply" to the email so that you can more easily copy the link from the reply email text. You can discard and not send the email.

If you get to the proxy login page then that is incorrect and the link did not work correctly. Please try again.

This same Action Page is also the starting page that New Proxy Users should be taken to when first set up by your student.



Once you get to this action page, enter the action password you received in the email text... in this example 6FX10GNQ.

This is CASE Sensitive and must be entered as received, usually in all UPPER CASE with numbers. If you copy and paste, make sure you do not copy the space on either side of the action password.

If you have forgotten your old PIN, please enter the "Action Password" from the email received as your Old PIN.

✔ Welcome to TreeHouse Self-Service proxy access. Your e-mail address has been verified.

The next step is to save your security PIN for proxy access. Please enter the Action Password from the email you received for the old PIN and select a PIN that will be easy for you to remember but hard for others to guess.

* - indicates a required field.

Minimum PIN length: 8 Maximum PIN length: 15.

Enter e-mail address*

Enter Old PIN*

Enter New PIN*

Validate PIN*

RELEASE: 0.5

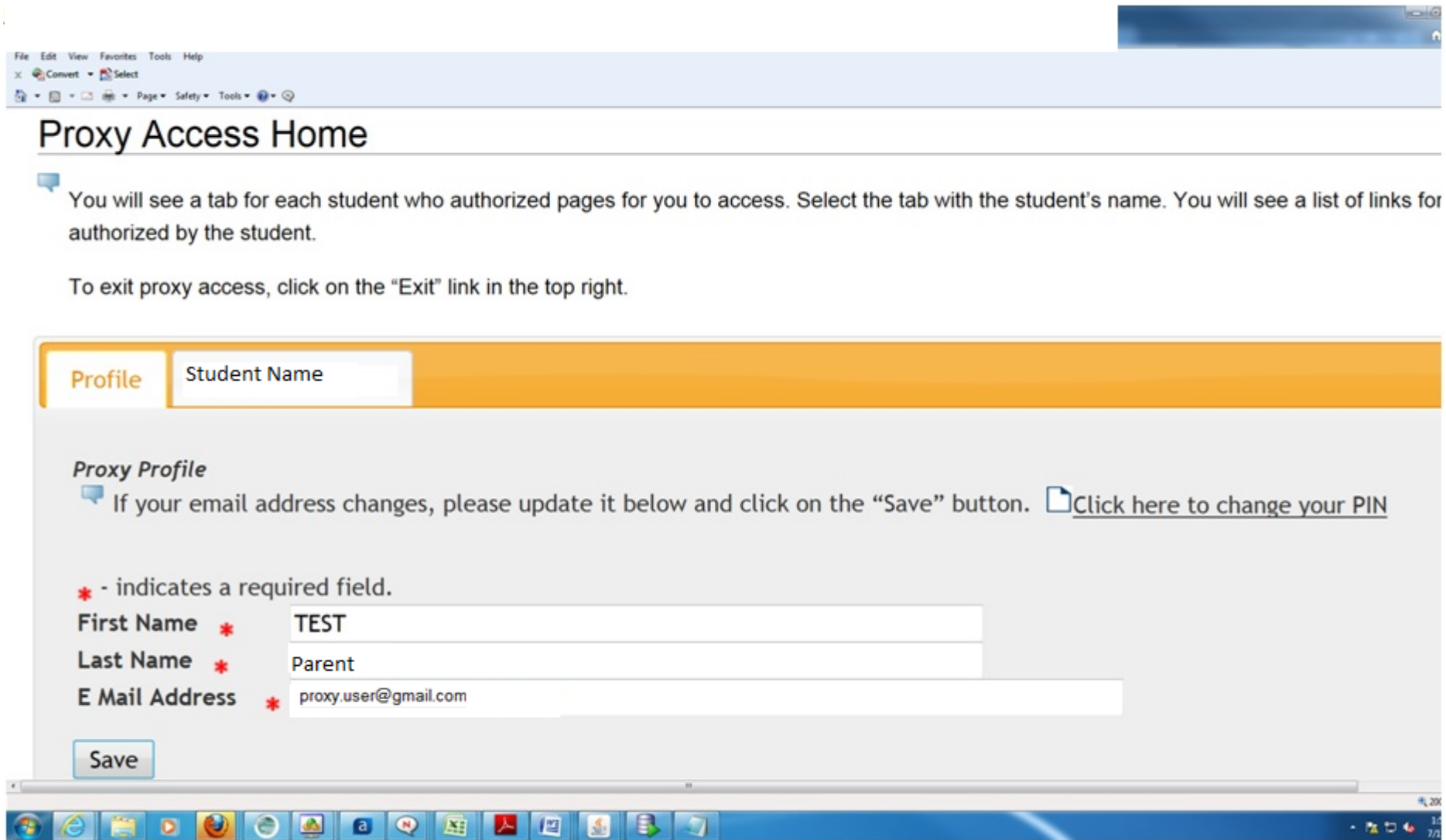
Once you enter the proper and most current action password, you will be taken to this screen.

If you do not see this screen, you may have done the "forgot PIN" action multiple times and have used an old action password. Double check that you are using the most recent action password, and/or do the "forgot PIN" action one more time and make sure you use this most recent action password.

Enter your email address.

The Old PIN is the same Action Password from the previous screen.

Your new PIN must be at least 8 characters but no more than 15 characters and can be any mix of numbers and letters.

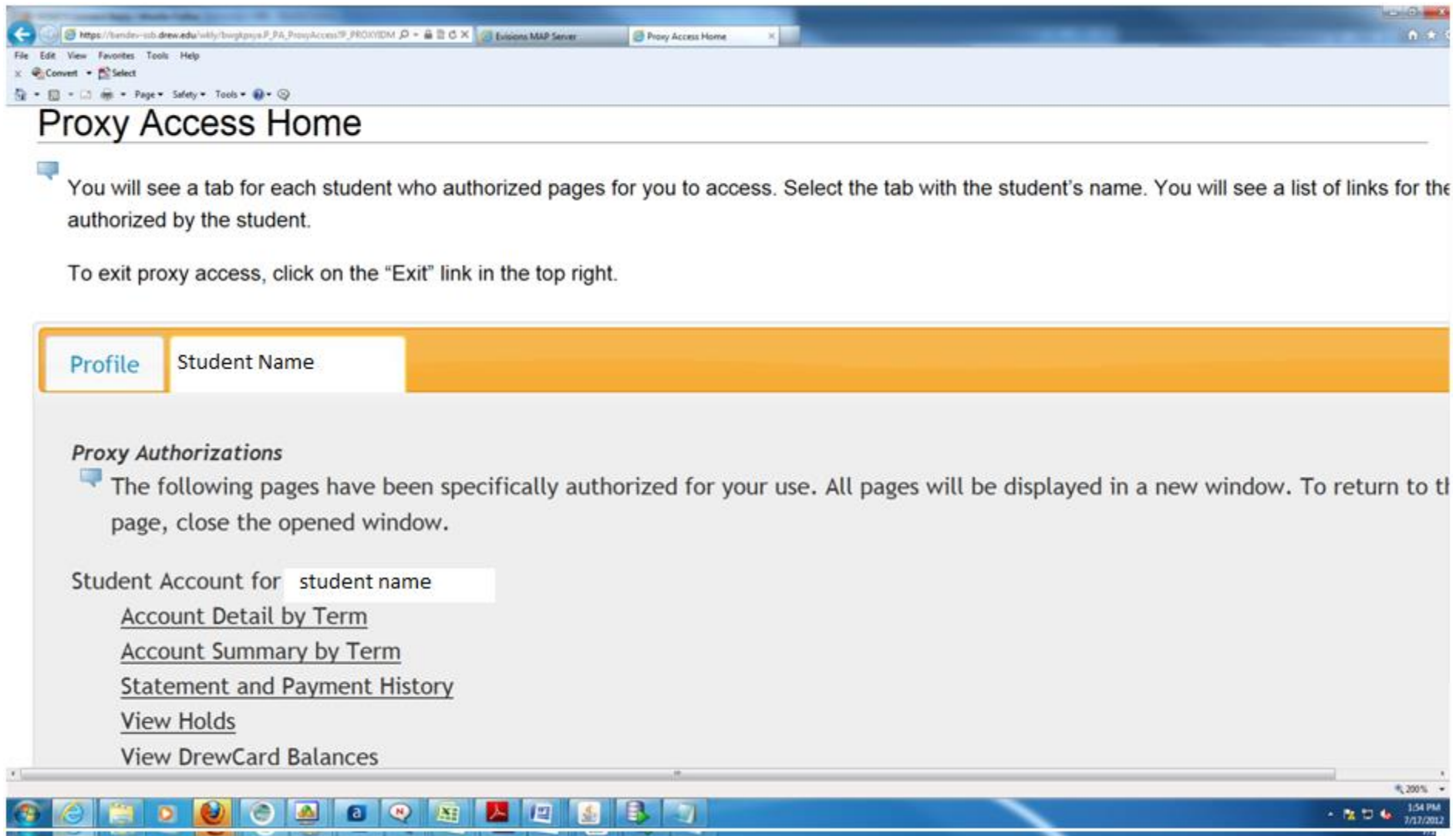


If all is successful in resetting your PIN or simply logging in to your proxy account, this is the Proxy Home page that you will see.

Initially you will see the profile tab, where you can update your name information if desired.

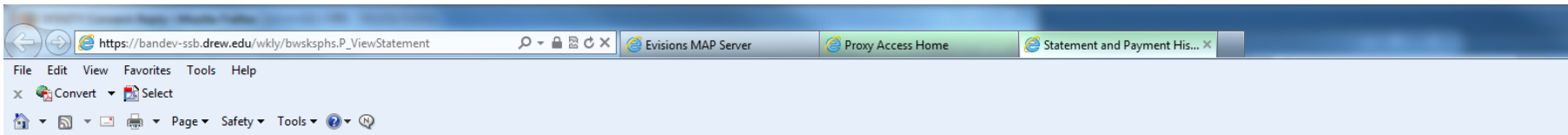
Additional Tabs exist to the right of the Profile tab for each student who has granted you access to view information.

If no student name tabs exist then it is possible that the student entered Incorrect Access dates. You should ask the student to verify the start/stop access dates. It is possible for technology staff to directly verify or update these start/stop dates for the student.



When clicking on the student name this screen will show all options that the student has authorized for the parent/proxy to view.

For example, to view the student billing statements, click on the Statement and Payment History link.



Student > Student Account > Statement and Payment History

***You :

- Statement
- Payment History
- Unbilled
- All

Payment Options:

- [Sign up for, adjust, or make a payment plan payment](#)
- [Make a one-time online payment](#)
- [Learn more about payment options](#)

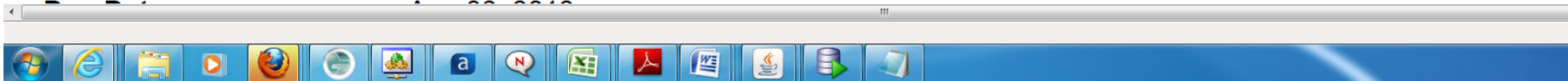
Statements available for review since Jul 01, 2011

Account Balance: \$28,368.00

Select Statement Bill Date: Jul 10, 2012

Statement Summary

Amount Due: \$28,368.00



The drop down next to the "Select statement Bill Date" will show all pdf billing statements that exist for the user to view.

Choosing one and clicking on the "View Statement" should then open this in your PDF viewer.