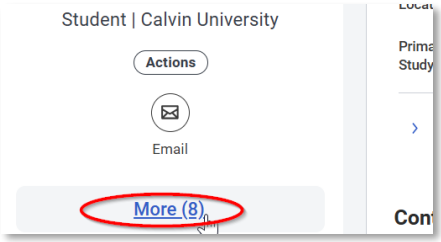
Purpose: Quick answers for the most frequently asked questions or difficulties with parent/third-party proxy access to student information in Workday

Helpful Links:

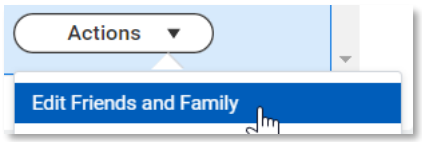
- Video tutorial for parents and students (start here!)
- Instructions: Manage third-party proxy access (for students)
- Instructions: Access your student's information in Workday
- Instructions: Pay bill on behalf of your student
- Learn more about Workday at Calvin: calvin.edu/go/workday

STUDENT QUESTIONS

- **I can't find the Friends and Family section or the Contacts tab. Where is it?**
  - You may need to click **More** on your profile menu to find the Contacts tab.
  - If you are a student worker, you may be viewing the contacts tab on your *worker* profile. Friends & Family is only on the student profile. To switch profiles, click the **Summary** tab in the blue sidebar. Then click the your **name** under the **Student** heading.

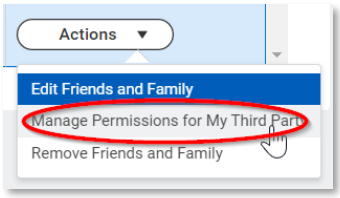


- **I added someone to my Friends and Family, but don't see an option to Manage Third-Party Permissions for that person.**
  - You forgot to check the "Is third party user" box when adding this person.
  - To resolve: click **Actions** on the person (scroll right to find this button), then click **Edit Friends and Family**. Select **Yes** for **Is Third Party User**, then OK. A popup menu will appear for you to manage permissions, and the option to manage permissions should now appear on the Actions menu for this person.



- **Multiple students/linked accounts: My sibling already added our parent or guardian. Will our parent be able to see my information too?**
  - Yes, after you complete the setup steps. You as the additional student should complete the same steps to add your parent as a third-party user. Use *exactly* the same name and email address that the first student used. After you (the additional student) complete the "manage permissions" step, Workday will prompt you to review and approve linking the accounts together. Your parent can now access both students using the same login.
  - Each student sets the access your parent sees and does not have to be the same.
  - For more information, see student step-by-step guide (step 8)

- Can I **change or remove** the access I gave someone?



  - Yes, you can add, change, or remove access at any time in Workday. Go back to your **Friends and Family** list and click the **Actions** button for that user (scroll right to find it). For more detailed instructions, see the last page of student step-by-step guide.

PARENT QUESTIONS

- **My student added me, but I did not receive email with username and password.**
  - First, check your email spam folder to make sure it's not there. You will receive 2 emails from calvin@myworkday.com, one with username and one with temporary password
  - **Make sure the student has completed both of their steps**:
    - → Did the student check "yes" for Is Third Party when adding to friends and family?
    - → Did the student complete the "manage permissions" step? (This is what triggers Workday to create your account and send your username and password.)
    - → See the student step-by-step guide for how to manage permissions.
  - **Make sure the student used the correct email address for you**
    - → If there is a typo, the student must *remove* you from Friends and Family, and then redo the process (add to Friends and Family with the correct address, then manage permissions.) This will trigger the creation of a new account with the correct email address. (See page 3 of student guide for how to remove.)
  - **If everything was set up correctly** and you still did not receive username and password, the student should contact helpdesk@calvin.edu on your behalf for assistance.

- **I received my username and password, but cannot log in. I keep getting a message saying my password is invalid.**
  - Be sure you are logging in at the correct link. It should be **calvin.edu/go/proxylogin** or https://wd5.myworkday.com/wday/authgwy/calvin/login.htmld?redirect=n (*Note that this is different from the page students use to access their accounts.)*
  - Be sure you are using the correct username. *Your username is not your email address, and is usually in the format firstname.lastname*.
  - Try a different web browser (Google Chrome is recommended.) The site works best from a computer, not a mobile phone. (Workday Mobile app is not available to proxy users.)
  - **If you are still unable to login** after trying the link above from a computer, ask your student to email helpdesk@calvin.edu. Be sure to include the Workday username you were given and ideally a screenshot of the error you are receiving.

- **When I try to view my student's information (bill/financial aid/grades/schedule) nothing is there/it says I don't have permission.**
  - All parent/third-party users see the same list of options in the Academics and Finances for Third-Party apps in Workday. If you try to use these options and the student has not given you access to that particular information, Workday will tell you that you do not have access.
  - **Students decide what access their parents/third-party users have**. If you need additional access, discuss with your student and ask them to update the permissions they set for you.
  - Students can add/change access at any time by going back to their student profile > Contacts > Friends and Family > Actions button on person's name > **Manage Permissions for My Third Party**. (See page 3 of student step-by-step guide for how to change.)