

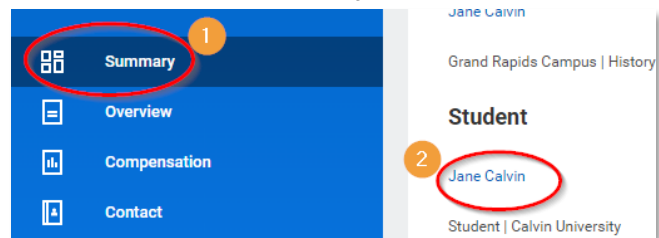
**Purpose:** Quick answers for the most frequently asked questions or difficulties with parent/third-party proxy access to student information in Workday

- Helpful Links:**
- Workday Information landing page: <https://calvin.edu/go/workday> (guides for parent/third-party access are under the **Parents** heading)
  - [Video tutorial](#) for parents and students (start here!)
  - Student step-by-step guide: [Manage third-party proxy access](#)
  - Parent step-by-step guide: [Access student's information in Workday](#)
  - Parent step-by-step guide: [Pay bill](#)

## STUDENT QUESTIONS

➤ I'm on the **Contacts** tab of my **profile**, but I don't see a **Friends & Family** tab. Where is it?

- If you are a student worker, you are likely 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 go back and check the box, click Actions on the person, then click Edit Friends and Family. Check the Is Third Party User box, then submit. Manage permissions should now appear on the Actions menu for this person.

➤ Multiple **students/linked accounts**: My sibling already added our parent. Will our parent be able to see my information too?

- Yes. You as the second (or 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.
- For step-by-step instructions, see [student step-by-step guide](#), Step 9 (bottom of page 2)

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

- Yes. Go back to your Friends and Family tab and click the **Actions** button next to their name. 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 should receive two emails from [calvin@myworkday.com](mailto:calvin@myworkday.com)
  - **Make sure the student has completed both of their steps:**
    - Did the student check “is third party box” when adding as friends and family?
    - Did the student complete the “manage permissions” step? (This is what triggers Workday to send the email with username and password.)
    - Review the [student step-by-step guide](#) for how. Managing permissions begins in step 5.
  - **Make sure the student used the correct email address**
    - If there is a typo, the student should *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 job aid](#) 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](mailto:helpdesk@calvin.edu)
- I received my username and password, but **cannot log in**. I keep getting a message saying password is invalid.
  - Be sure you are logging in at the correct link. It should be <https://wd5.myworkday.com/wday/authgwy/calvin/login.html?redirect=n> or <http://calvin.edu/go/proxylogin> (Note that this is different from the link students use to access their accounts.)
  - Try a different web browser. The site works best from a computer, not a mobile phone.
  - **If you are still unable to login** after trying the link above from a computer, ask your student to email [helpdesk@calvin.edu](mailto: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 want more access, you should 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 job aid](#) for how to change.)