

Setting Up Authorized Users

According to the federal Family Educational Rights & Privacy Act (FERPA), students attending higher education institutions are considered adults with exclusive rights over their student account records. In order to remain in compliance with the Family Educational Rights and Privacy Act (FERPA) passed by Congress in 1974, we are required to protect the privacy of students by limiting third party access to student education records.

Students may authorize the release of information from their student account by setting up authorized users. Without authorization, information regarding the students account cannot be disclosed to anyone except the student.

To gain access to your students record in Student Financial Services (SFS), your student(s) must agree to add you as an authorized user. As an authorized user, you can access your students financial record in Student Accounts, speak on their behalf with a Student Accounts Specialist, or make payments and payment arrangements on the students account.

The student grants permission online through the [Student Account Center](#) by completing the steps below. If an authorized user has already been created, the student may use the process below to update or delete authorized user(s).

1. The student must log into the [Student Account Center](#) with their credentials
2. On the Home page, under **My Profile Setup**, click the **Authorized Users** tab.
3. Current authorized user(s) will appear under Authorized Users tab. Click **Add Authorized Users** to add new authorized users
 - i. Enter a valid email address *
 - ii. Select permissions by selecting Yes or No
 - Allow this person to view your billing statements?
 - Allow this person to view your payment history?
 - iii. Click Continue

**Corporate emails or Private email servers often encounter issues receiving communications, such as password reset emails or important payment reminders. We recommend using a service provider email such as Google, Outlook, Yahoo*

4. An **Agreement to Add Authorized User** will display, and confirms the information the authorized user will have access to. Student has the option to Print the Agreement or Cancel. If the student agrees, they must check the **I Agree** check box and click **Continue**
5. The student will receive an email, informing them an authorized user has been linked to their student account profile
6. Two emails will be sent to the new authorized user email. One will include a link to the Student Account Center; the other will include a temporary password. The authorized user will use the link and temporary password provided in the emails to log in to the [Student Account Center](#) as an Authorized User and set up their new password, Personal Profile, Payment Profile, and Security Settings
7. The authorized user now has access to their students Student Account. Please make sure to keep your password safe and bookmark the [Student Account Center](#) webpage for easy access

The screenshots show the LMU Student Account Center interface. The first screenshot shows the 'My Profile Setup' tab with 'Authorized Users' selected. The second screenshot shows the 'Add Authorized User' form with a warning about FERPA and a consent checkbox. The third screenshot shows the 'Agreement to Add Authorized User' with an 'I Agree' checkbox and 'Continue' button. The fourth screenshot shows the 'Authorized User Profile Setup' form with fields for 'Full name' and 'Last name', and a password requirement section.

Authorized Users: When visiting or contacting our office about your students account, please have the following information ready to provide to a Student Account Specialist:

- **By phone or In-Person:**
 - Your students University ID and Name
 - Your name and authorized email address to verify your identity
- **By email:**
 - Email must be sent from the approved authorized email address only
 - Your students University ID and Name

For information regarding Student Accounts, please visit our website at <http://www.lmu.edu/studentaccounts>