Frequently Asked Questions about Proxy Access

Proxy Access provides an opportunity for Owens students to grant online access to their student information. This consent is necessary to comply with the Family Educational Rights and Privacy Act (FERPA). FERPA is a federal law that protects the privacy of students and prohibits institutions of higher education from disclosing any student information, including financial information, without the explicit authorization of the student. In accordance with the FERPA, Owens Community College has established guidelines regarding access to and release of educational records. In short, FERPA allows Owens to release "directory information" without the consent or knowledge of the student, unless the student has notified Owens in advance that such information is not to be released.

Owens students can grant others access to view certain pieces of information in Ozone. This is called granting "proxy access," and the other person is referred to as the proxy. The most common scenario is granting a parent or spouse access to a student's information. Access is granted by email address, so a student uses the email address of the proxy to grant the access.

Questions regarding Proxy Access can be sent to: proxy_access@owens.edu

Frequently Asked Questions by Students

Which students can set up Proxy Access?

Any student has the ability to set up Proxy Access. The link can be found in Ozone.

Can an email address be assigned as a proxy for multiple students?

Yes. Proxies are identified by email address, and that address can be assigned as a proxy for multiple students. This is particularly useful in the case of siblings both attending Owens Community College.

Can multiple proxies use the same email address?

No. However, if parents share an email address and a student wishes to grant proxy access to both using that address, the student can do so. If this is how the student wishes to set it up, we ask that when completing the first name field, the student enters both first names (example: Mary and David). In the relationship description field, enter "parents" or "mom and dad" so that it is clear to any administrator reviewing the permissions that this email address is for multiple persons.

The lock is displayed until the student clicks on the Proxy's name and selects a relationship.

The functionality on the Authorization web page, where you select the items that you want your proxy to see, saves your selection immediately upon each click. There is no Save button. To view activity, a student should select the "History" tab to see the most recent actions including authorizations made.

What is a passphrase?

A passphrase is a unique code word or phrase that may be assigned by a student to each proxy he/she sets up. The passphrase is required when a proxy calls an Owens department and needs to have a conversation about the information they are viewing on a student. College administrators will validate the passphrase and access granted to the proxy before having conversations with a proxy about confidential information. This is done to protect the rights of the student.

Can a proxy call Owens Community College if they have questions about it?

If a proxy has a question about the functionality of Proxy Access, the proxy should first check the Proxy User FAQ's. The Help Desk can be called for assistance in setting up or activating proxy access. The passphrase is required when a proxy calls a college department and needs to have a conversation about the information they are viewing on a student. The college department will validate the passphrase and access granted to the proxy before having conversations with a proxy. This is done to protect the rights of the student. If the student has not granted access, the information cannot be discussed.

When a proxy is given access to multiple students, can the access granted be different for each student?

Yes. Each student who grants proxy access to an email address has complete control over the access for their account, including start and stop dates.

What does a student do when he/she no longer wants a proxy to have access?

Access to information can be removed in a couple of ways. A student can change the Stop Date on the "Profile" tab or removes all checkmarks on the "Authorization" tab. The proxy will no longer see the student's name when the proxy logs in to the Proxy Access account.

Can students view who has accessed information through proxy access?

Yes. By clicking on the name proxy, the profile will be expanded by the student. Next, the student can click on the "History" tab to review the activity for that proxy. The webpage will display the most recent activity including access to information items being granted, information about items being disabled, and details of the proxy's access including what information has been viewed.

Will my proxy be notified if a modification to access is made including removing authorization?

No. There is no automatic notification sent when a modification to those items is made.

Can a student set a different date range to authorize access to a proxy?

Yes. Students are able to set a start and end date for each proxy. To do this, a student should access the Proxy Menu through Ozone and click the name of the proxy. On the "Profile" tab modify the start and/or end date.

Frequently Asked Questions by Proxies (Designees)

How do parents or others gain access to Proxy Access?

Users gain access by being granted permission by the student. Once the necessary steps are completed by the student, a designated proxy will receive an email indicating the account has been created and it will provide a temporary link and action password (like a temporary PIN) to complete the authentication process.

This URL is also in the second email indicating that a relationship has been established by the student. It is suggested that this URL be bookmarked or added as a favorite.

What is a PIN?

PIN is the acronym for Personal Identification Number and is a "password" made up of numbers or letters that is used to login to Proxy Access.

What should be done if a proxy forgets the PIN?

Go to the Proxy Login page. Enter the email address used to establish your account and click on the Forgot PIN button. An email will be sent to your email address with a unique link and temporary password. You will use this temporary password as the "Old PIN" in the PIN reset process.

What to do if a proxy receives the message: Your PIN has been disabled; you should have an email with directions telling you how to re-enable you PIN.

If a proxy receives this message, the proxy should follow the directions to request a PIN reset: enter the email address and then select "Forgot PIN". This will generate an email with a temporary password. Please note that when the temporary password is entered in the "PIN" field, the temporary password is case sensitive.

Why would only one child's name appear as a selection for a proxy with more than one child attending Owens?

For each student that has identified a person as a Proxy, there will be a tab with each student's name. When you select a name, you will see the listing of the items that that student has authorized you to see. To be in compliance with FERPA, the student has complete control over what information can be viewed by each user. If the student's name does not appear, he/she has not granted access to the account information. The parent should contact the student with questions regarding access.

When a proxy is given access to multiple students, can the access granted be different for each student?
Yes. Each student who grants proxy access to an email address has complete control over the access for their account, including start and stop dates and permission levels.

Can Owens staff provide the PIN or passphrase to a proxy who has forgotten it?
No. College staff and the Help Desk cannot send the PIN or passphrase. The student who authorized the proxy can log into Ozone, access the Proxy Access menu, and can click Email Passphrase. This will resend the passphrase to the proxy. The proxy can request a new PIN by selecting "Forgot PIN" from the Proxy login page.

A proxy used to be able to see the information but now cannot. What happened?
The student is in control of the information that a proxy can view. If the proxy can no longer see information, the proxy should contact the student.

Can Owens staff make updates to what a proxy can view for a student?
No. College staff and the Help Desk cannot change the permission settings for proxies. Only the student granting the proxy access can change the permissions that are granted.

A proxy received an email saying the proxy had initiated an email change, when the proxy had not initiated the change. What happened?
When a person changes his/her email address, the system will send two email messages. The first email is sent to the old email address to inform the proxy that a request for a change from this address has occurred. If it was done in error, there is a unique link to click to cancel the change. The second email is sent to the new email address indicating that a change to this address was initiated and a unique link to click confirming the change. If a proxy did not initiate the change, he/she should click the link to cancel the request.

A proxy is changing his/her email address. What steps should the proxy take?
On the Proxy Access profile page, update the email address and click save. The system will then send two email messages. The first email is sent to the old email address to indicating that a request for a change from this address has occurred. The second email is sent to the new email address indicating that a change to this address was initiated. The second email contains a unique link which the proxy should click to confirm the change is correct.