

How to add Proxy Access

Students can grant others (referred to as a proxy) access to their student account and financial aid information. Access will be available via the web, phone and in person.

Please Note: You will also need to set yourself up as a proxy, with a “passphrase”, for access to discuss your information over the phone.

To get started, log into your MySUNYOrange and click on the “Student Finances” tab. In the column under “Bursar Information,” click “Proxy Authorization.” A new window will open. Click on “Proxy Management,” then “Add New Proxy.”

Fill out the information for the proxy who you wish to add, then click on “Add Proxy.” Next, click on the proxy link. Include the proxy’s relationship as well as a “passphrase” that the proxy will be asked to provide to SUNY Orange staff, when they try to access your account. **A passphrase is a sequence of words that includes a combination of upper, lower case, numbers, special characters and punctuation. You can use letters chosen from words in a phrase or song lyric. Here is an example. “Michigan Winter5 are c0ld!”** The start date will be today’s date, and the stop date will auto populate with a date 4 years from now, but can be changed when you wish to deactivate a proxy’s access.

Now be sure to give your proxy access to the information you wish them to have access to such as student invoice and financial aid information.

Once you have set up a proxy, an activation email will be sent to the other proxy’s email address that you provided. The proxy should click on the link within their email. Next, the proxy must log in using the PIN (action password) provided in the email. The proxy now can create a new PIN for future access. They must also complete their profile information and confirm its accuracy.

Proxy Access for information online:

Once a proxy has completed the setup, they will then have web access to the information that the student has designated. By simply clicking in the link received in the original activation e-mail, or via the link at www.sunyorange.edu located in the A to Z section (located under the search box) and listed under “Proxy Access to Banner.” The proxy will log in using their e-mail address and PIN.

Proxy Access for information via Phone:

Once a proxy has completed the setup, they may also contact SUNY Orange for designated information. Once a representative answers, the proxy should identify them self as a proxy, seeking information regarding a student. The proxy should be prepared with the following information:

1. The student ID and Name
2. Passphrase

Upon providing this information, SUNY Orange will be able to discuss the student's account via phone with the proxy.