# Student Delegation

## Table of Contents

- Delegate .......................................................................................................................... 2
- Student Delegation Rights ............................................................................................. 2
  - FERPA Guidance for Students .................................................................................. 2
- Create a New Account .................................................................................................... 3
  - The e-mail notification ............................................................................................... 3
  - Create Account .......................................................................................................... 4
- Accept Terms and Conditions ......................................................................................... 5
- Subsequent Login Sessions ............................................................................................ 7
- Viewing Shared Information ........................................................................................... 7
  - Make a Payment: New & Existing Accounts ............................................................ 9
  - Forgot User ID ........................................................................................................... 17
  - Forgot Password ....................................................................................................... 19
  - Update Password & PIN ............................................................................................ 21
    - Change Password .................................................................................................... 21
    - Change or set up forgotten password help ............................................................ 22
    - Change or set up Personal Identification Number (PIN) ......................................... 24
  - Update email Address ............................................................................................... 24
  - Additional Student Access Granted ........................................................................... 25
STUDENT DELEGATION

DELEGATE

STUDENT DELEGATION RIGHTS

Under FERPA regulations, students have total authority over delegation of their data. Therefore, access may be altered or denied by the student at any time for any Delegate regardless of their relationship to the student. The University of Kansas does not control the access a student delegates to individuals.

FERPA GUIDANCE FOR STUDENTS


Website: https://www2.ed.gov/policy/gen/guid/fpco/ferpa/students.html
THE E-MAIL NOTIFICATION

The following e-mail will be sent as soon as the Student delegates access. This e-mail contains information necessary to create your account.

---

**INITIAL NOTICE TO DELEGATE**

, you have been granted access to data. You will be able to perform or view the following transactions on behalf:

List of access granted here

**INSTRUCTIONS**

**CREATING A NEW ACCOUNT**

Click here to Create Account / Accept Terms and Conditions

You are required to enter the following information to complete the acceptance of Terms and Conditions:

Security Key:
Your e-mail address on this message.

**!! PASSWORD QUESTION & PIN !!**

NOTE: Once you have logged in, click "Update Profile & PIN"

1. Set a PIN number which will allow you to speak with a KU staff member
2. Set up a Forgot Password Question. If you do not set this up and you forget your password your student will have to recreate an account for you. The University will not be able to unlock the account.

**SUBSEQUENT LOGINS**

After creating an account and accepting terms and conditions, use this link for subsequent logins:
[Delegate Login]

**ADDITIONAL NOTICES**

THIS IS AN AUTO GENERATED EMAIL; PLEASE DO NOT RESPOND TO THIS MESSAGE.

_Do not respond to this message with any personal information._ For questions or concerns about this message contact the KU Technology Support [https://technology.ku.edu/student-technology-support](https://technology.ku.edu/student-technology-support)
1. From the e-mail message, click the link labeled “Create Account/ Accept Terms and Conditions” and it will take you to this page. **Do not bookmark this page.**

The page you need to bookmark is discussed in the “**SUBSEQUENT LOGIN SESSIONS**”, but you must complete this step first.

2. To create an account, you will only be using the left side of this page “Create New Account”
3. Create your account by completing the fields:
   a. **UserID**: Choose own ID
   b. **Password**: Requirements are a minimum of 8 characters, 1 special character, 1 number, and 1 uppercase
   c. **Email Address**: Enter your e-mail address again
   d. First Name
   e. Last Name

   ![First Time As A Delegate](image)

   4. Click “Create Account”

---

**ACCEPT TERMS AND CONDITIONS**

1. Read through the Terms and Condition
2. Accept or Decline the Terms and Conditions
   a. If “Decline” is selected, no access will be granted to the Student data
      i. No information needs to be entered by the Delegate if declining the access.
      ii. Select “Decline” and click “Submit”

   ![DECLINE TERMS AND CONDITIONS](image)
b. If Accept is selected:
   i. Change the accept indicator to “Yes” (image below)
   ii. Enter the Security Key that was sent in the email notification
   iii. Enter the e-mail address where you received the email notification
   iv. Enter your first and last name in the respective fields
   v. Click “Submit”
SUBSEQUENT LOGIN SESSIONS

After creating your account and accepting Terms & Conditions, you will be redirected to the following page. **You cannot use this page until you complete your account set up in the “Create Account” section.**

Please note the distinct difference from the “Create Account/ Terms and Conditions” page.

![Delegate Access Login Page](image)

*This is the page that you should bookmark if you intend to do so for Delegate.*

The website URL is: delegate.ku.edu

VIEWING SHARED INFORMATION

1. After logging in, click the following image (tile):

![My Student's Information](image)
2. The following page will open with a list of students who have delegated access to you:

![Delegate Homepage]

3. Select the student whose information you wish to view. This is required even if you only have one student.

![Shared Information]

4. After selecting the student, navigate through the folders to view the student’s information.

5. Return to this page to view a different student.

6. If a page gives you an error message or does not display correctly, ensure that
   a. You have selected a student and clicked “Save”
   b. The student has granted you access to each of the pages you are trying to view.
      i. If the student has not granted this access, you will need to contact them directly to request an update.

Students are the only individuals who can grant access to their data. University employees do not have access or authority to grant student information to delegates.
MAKE A PAYMENT: NEW & EXISTING ACCOUNTS

1. If you have multiple students, pick one to pay for and click Save, then from the left menu, under the “My Student’s Financials” folder, click the “Pay Bills/KUCard/Dining $” link.

2. (Ensure that pop-ups are allowed) The page will default to the “Pay Bills” tab, so simply click the green “Pay Tuition, Housing and Other Charges” button. This will open a new tab/window to the payment site. (If you wish to add funds to Beak’em Bucks or to a Dining Dollars plan, please click on the corresponding tab instead).

*You will encounter this screen one time only to set up your TouchNet payment account. (See notes within screenshot for Existing Users login vs Create New User login clarification.)
(Note: If you are a payment delegate for multiple students, you will have the option to select the specific student you wish to pay for or you can select “Pay All” to combine all amounts for multiple students).

3. Click the green “Make Payment” button, then enter amount to pay and click “Continue”.

![Payment Delegate Login](image-url)
4. Select your desired payment method using the dropdown, then click “Continue”. (e-Check is free, Credit Cards and Bank Wires have a fee – disclosed in a later step).

5. Enter and verify your credentials by completing all required fields. Follow the on-screen instructions to complete your payment. You must check the box “I agree to the terms and conditions” to submit the payment.
ACH Payment Agreement

I hereby authorize University of Kansas to initiate debit entries to my Depository according to the terms below and for my Depositor to debit the same to such account. In the event that this electronic payment is returned unpaid for any reason, I understand that a $30.00 return fee will be added to my student account.

Name: Jayhawk Parent
Address: 100 Main St
Lawrence KS 66044
Routing Number: 072600666
Account Number: xxxxx6789
Debit Amount: $50.00
This agreement is dated 9/24/19 11:26:13 AM CDT.
For fraud detection purposes, your internet address has been logged: 129.237.90.157 at 9/24/19 11:26:13 AM CDT
Any false information entered hereon constitutes as fraud and subjects the party entering same to felony prosecution under both federal and state laws of the United States. Violators will be prosecuted to the fullest extent of the law.

To revoke this authorization agreement you must contact: stu.account@kua.edu

I agree to the above terms and conditions. (Print Agreement)

Selected Payment Method

WEBCHECK
Account xxxxx6789
Billing Address: Jayhawk Parent
100 Main St
Lawrence, KS 66044

By selecting the Submit Payment button, you are agreeing to the Terms & Conditions.
CREDIT CARD

- Opens in new window/tab-
- Currently applies 2.85% convenience fee (percentage subject to change – minimum of $3.00)
Welcome to the PayPath Payment Service!

This service allows you to make real-time Credit or Debit card payments for University of Kansas student accounts. PayPath accepts most major Credit/Debit cards for your convenience. A non-refundable PayPath service charge of 2.99% (minimum $3.00) will be added to your card payment. You will be given an opportunity to approve your payment prior to processing. Your campus also accepts ACH bank transfers outside of this service without charge. Thank you for using PayPath.

Transaction Details

<table>
<thead>
<tr>
<th>Student ID</th>
<th>Term to credit</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>44444444 - Lawrence</td>
<td>4212</td>
<td>$50.00</td>
</tr>
</tbody>
</table>

PayPath Payment Service accepts:

* Service Charge subject to change

Payment Amount Information

In addition to the amount paid to University of Kansas, a non-refundable PayPath Service Fee of 2.99% will be added to your payment with a minimum charge of $3.00. You will have an opportunity to approve the complete transaction before submitting payment.

Payment amount: $50.00

* Service Charge subject to change
STUDENT DELEGATION

Payment Card Information

Name on card: Jayhawk Parent
Card account number:
Card expiration date:
Card security code: What is this?

Billing Address

Billing address: 100 Main St
City: Lawrence
State: Kansas (KS)
Zip code: 66044
Email address: jayhawkparent@ku.edu
Confirm email address: jayhawkparent@ku.edu
Phone number: (optional)

Cancel  Continue
6. Once the payment is processed, you will see a receipt. In addition, you will receive an e-mail with information about your payment. Consider printing the confirmation for your records or save the email. This receipt indicates that the transaction is acknowledged.
FORGOT USER ID

The login URL to use after the Delegate has set up an account is here: delegate.ku.edu
STUDENT DELEGATION
FORGOT PASSWORD
UPDATE PASSWORD & PIN

To update your password, PIN, or set forgot password questions, click on the following image (tile) in your account:

The following page will open:

CHANGE PASSWORD

You are the only individual who will have access to the password. *Do not share this information with anyone else.*

1. To change your current password, enter it into the first field.
2. In the second and third fields, enter the new password you would like to use.
3. Click “OK”
CHANGE OR SET UP FORGOTTEN PASSWORD HELP

You are the only individual who will have access to the question/response you enter here. **Do not share this information with anyone else.**

**Forgot Password Security Question:** in the new system, the way to do a ‘password reset’ is to answer a security question. This, of course, means the delegate must navigate to the ‘Update Profile & PIN’ tile and choose the questions and provide an answer. See images below. We have included wording in our student and delegate communications pointing out that this step is critical. If the delegate fails to select a question/answer for the forgot password help, they will not be able to reset their password and the student will have to set up a new delegate account for them. As staff we do not have a way to resolve this for them.
1. Use this page to set up a security question in case you forget your password.

2. There are several pre-built questions to choose from by clicking down-arrow on the Question field:

3. Choose the question you would like to use and then enter your response in the provided field.

4. Save
CHANGE OR SET UP PERSONAL IDENTIFICATION NUMBER (PIN)

*Authorized staff members can see this PIN. They will ask you for it to confirm that they are authorized to speak to you.*

A PIN is required in order to speak with a University staff member. It can be alphabetical, numerical, or alphanumeric. It may also include special characters, although they are not required.

**Personal Identification Number (PIN)**

Please enter a PIN of at least 4 digits. 
Your PIN will be used to verify your identity if you need to call KU for assistance or questions.

PIN [ ]

UPDATE EMAIL ADDRESS

*Delegates cannot update their own e-mail addresses.* They must have their student update the e-mail address through the Share My Information page.

1. Delegates can confirm the email address that each student has assigned to their account using the “Update Profile and PIN” tile:

**Update Profile and PIN**

2. Under “Your email addresses as indicated by your delegators”, is a list of the email addresses assigned by each student who has delegated access to you.

3. *The student is the only individual with the authority to update the contact information on file for you. Please contact them directly to have this information updated.*
ADDITIONAL STUDENT ACCESS GRANTED

You are required to accept the Terms & Condition for each additional student who delegates access to you. For this reason, you will receive the same e-mail notification you used to create your account.

1. From the e-mail message, click the link labeled “Create Account/ Accept Terms and Conditions” and it will take you to this page. Do not bookmark this page.

2. This time, the right side of the screen will be used because you already have an account.
3. Enter your User ID and password
4. Click “Sign In”
5. Go through the process of Accepting Terms & Conditions utilizing the information in the new email.