

Adding and Managing Authorized Users

This guide will walk you through how to add authorized users (payers) on your payment portal account; and how you can manage their access.

16 Steps [View most recent version](#) 

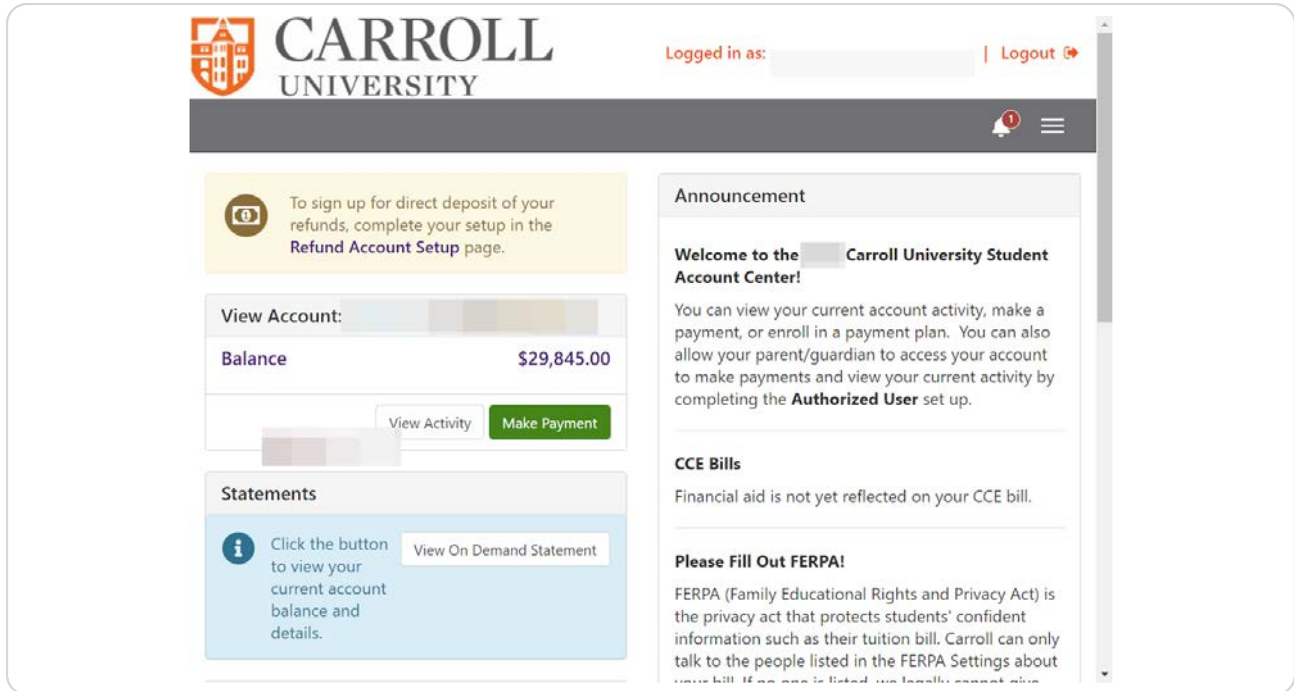
Created by
Carroll University

Creation Date
April 13, 2024

Last Updated
April 13, 2024

STEP 1

In the Payment Portal



The screenshot shows the Carroll University Student Account Home page. At the top, the Carroll University logo is on the left, and the text "Logged in as: [redacted] | Logout" is on the right. Below the logo, there is a yellow box with a bank icon and text: "To sign up for direct deposit of your refunds, complete your setup in the Refund Account Setup page." Below this, there is a "View Account:" section with a balance of "\$29,845.00". There are buttons for "View Activity" and "Make Payment". Below that, there is a "Statements" section with an information icon and text: "Click the button to view your current account balance and details." and a button for "View On Demand Statement". On the right side, there is an "Announcement" section with a welcome message and a paragraph about account activity. Below that, there is a "CCE Bills" section with text about financial aid. At the bottom, there is a "Please Fill Out FERPA!" section with text about the Family Educational Rights and Privacy Act.

CARROLL UNIVERSITY

Logged in as: [redacted] | Logout

To sign up for direct deposit of your refunds, complete your setup in the [Refund Account Setup](#) page.

View Account:

Balance **\$29,845.00**

[View Activity](#) [Make Payment](#)

Statements

Click the button to view your current account balance and details. [View On Demand Statement](#)

Announcement

Welcome to the [redacted] Carroll University Student Account Center!

You can view your current account activity, make a payment, or enroll in a payment plan. You can also allow your parent/guardian to access your account to make payments and view your current activity by completing the **Authorized User** set up.

CCE Bills


Financial aid is not yet reflected on your CCE bill.

Please Fill Out FERPA!

FERPA (Family Educational Rights and Privacy Act) is the privacy act that protects students' confidential information such as their tuition bill. Carroll can only talk to the people listed in the FERPA Settings about your bill. If you are listed, you legally cannot give


STEP 2


Click on Authorized Users


 Click the button to view your current account balance and details.


View On Demand Statement


My Profile Setup

 **Authorized Users**

 Personal Profile

 Payment Profile

 Security Settings

 Consents and Agreements

Please Fill Out FERPA!

FERPA (Family Educational Rights and Privacy Act) is the privacy act that protects student information such as their tuition, fees, and other information. You may have filled this out in the old portal, but with a new portal, you need to fill it out again.

Security Settings


Set up two-step verification by going to **Security Settings**.

Student Direct Deposit Refund

Students can enroll in direct deposit for their refund.

STEP 3

Click on Add Authorized User



Authorized Users

Authorized Users

Add Authorized User

name	Email address

STEP 4

Type Email address of the authorized user

That person will receive 2 emails. The first email will be their username to log into the payment portal. The second email will be their temporary password. It will expire in 24 hours so they have to log in during that time frame.

view your account information and
users DO NOT have access to your
al information.

nt ☒ Yes ☐ No

y ☒ Yes ☐ No

STEP 5

Select "Yes" or "No" to what you are giving them access to see on the site

Authorized Users

Authorized Users Add Authorized User

You can give others (parents, employers, etc.) the ability to access your account information. In compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), your student financial records may not be shared with a third party without your written consent. Adding an authorized user is your written consent that an individual may view your account information and make payments on your behalf. Please note that authorized users DO NOT have access to your stored payment methods, academic records, or other personal information.

Email address of the authorized user

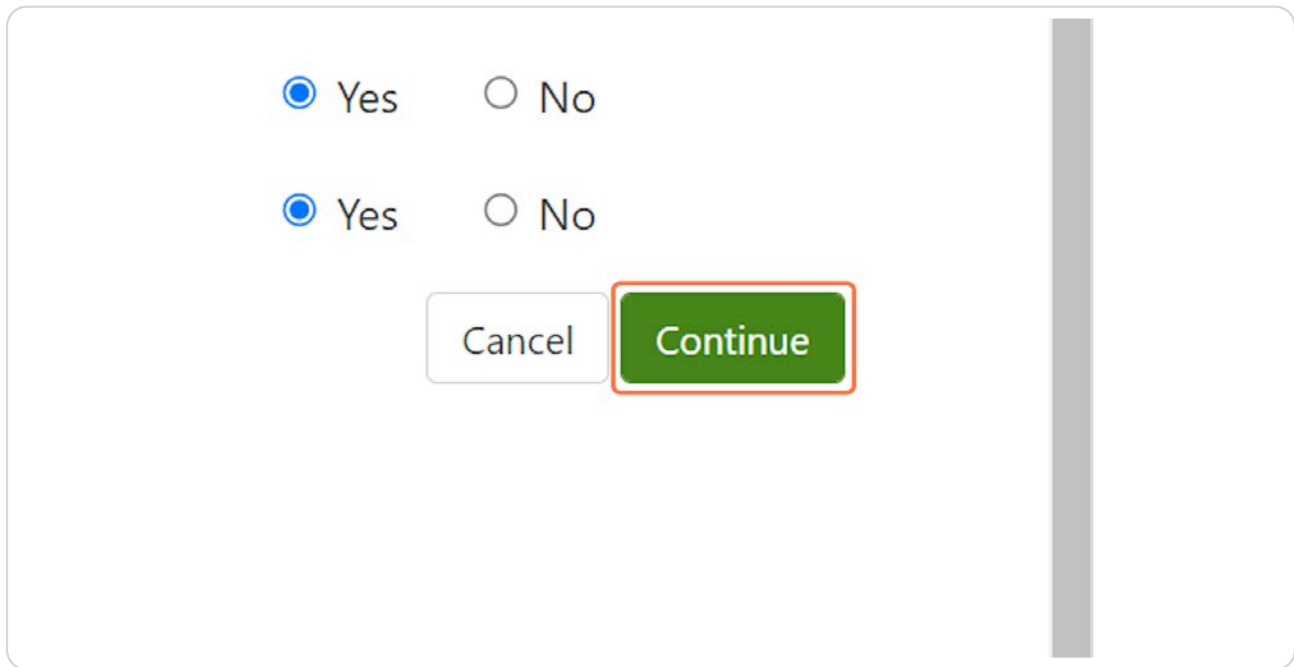
Would you like to allow this person to view your billing statement and account activity? ☒ Yes ☐ No

Would you like to allow this person to view your payment history and account activity? ☒ Yes ☐ No

Would you like to allow this person to receive your payment plan communications? ☒ Yes ☐ No

STEP 6

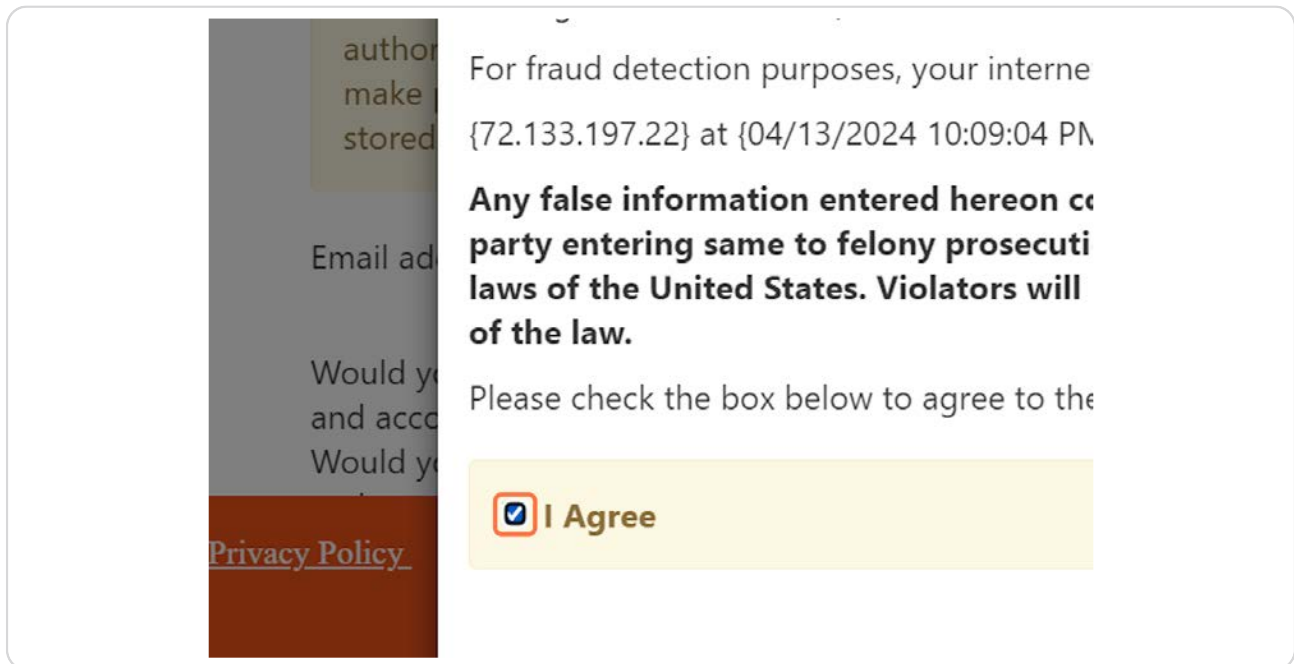
Click on Continue



The screenshot shows a form with two identical sets of radio buttons. Each set has a 'Yes' option selected with a blue dot and a 'No' option with an empty circle. Below these are two buttons: a white 'Cancel' button and a green 'Continue' button with a red border. A vertical grey bar is on the right side of the form.

STEP 7

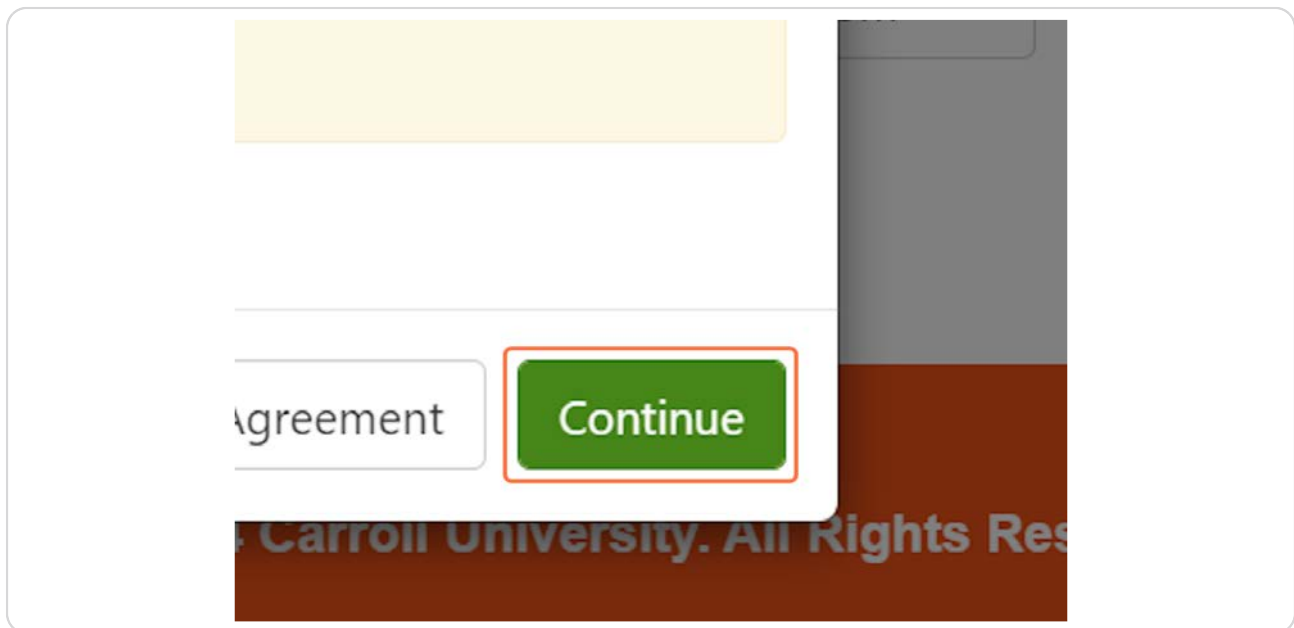
Check I Agree



The screenshot shows a form with a warning message. On the left, there is a vertical grey bar with some text: 'author', 'make', 'stored', 'Email ad', 'Would y', 'and acc', 'Would y'. Below this bar is a red box with the text 'Privacy Policy'. The main text of the form reads: 'For fraud detection purposes, your interne {72.133.197.22} at {04/13/2024 10:09:04 PM'. Below this is a bold warning: 'Any false information entered hereon co party entering same to felony prosecuti laws of the United States. Violators will of the law.' Below the warning is the text 'Please check the box below to agree to the'. At the bottom, there is a yellow box with a checked checkbox and the text 'I Agree'.

STEP 8

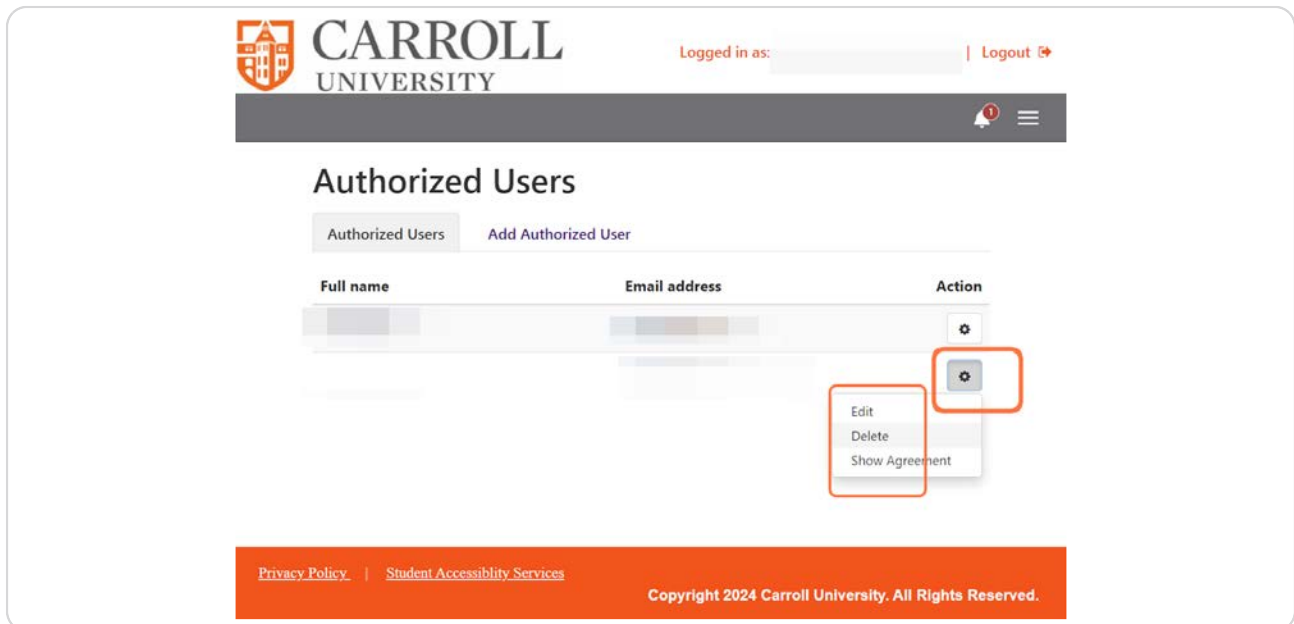
Click on Continue



STEP 9

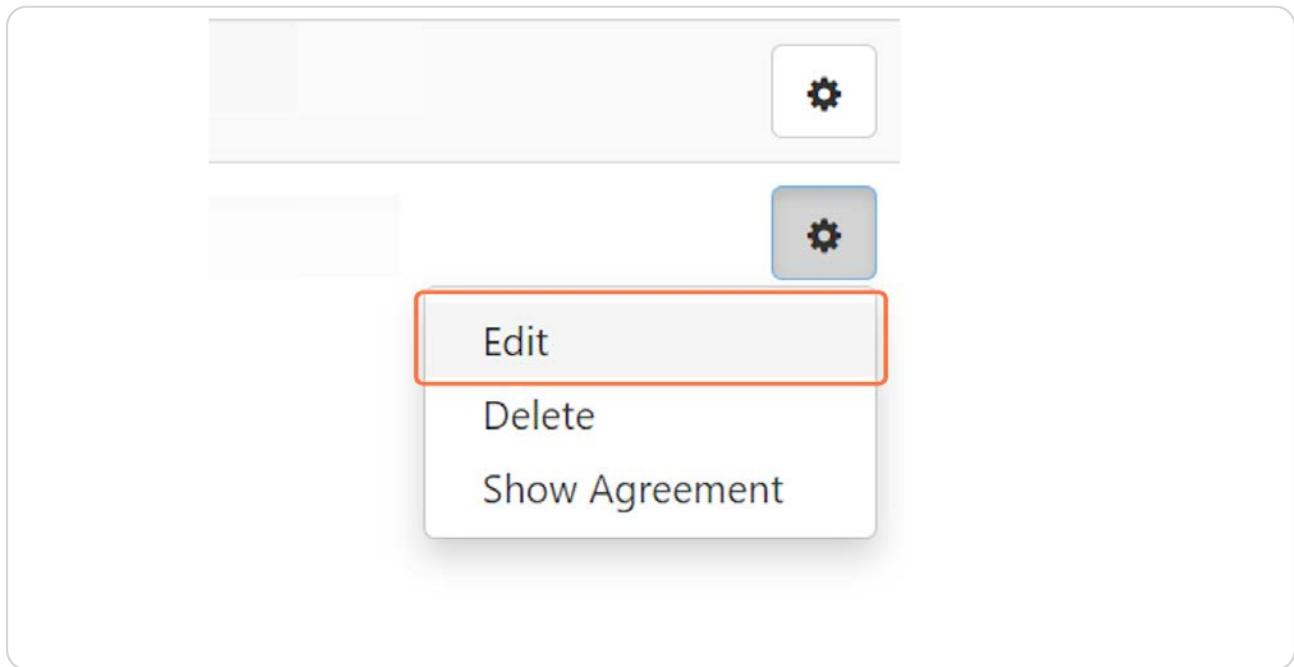
Click on the Action icon

Here is where you can edit what an authorized user can view, delete and authorized user, or see the agreement you made when setting up the authorized user.



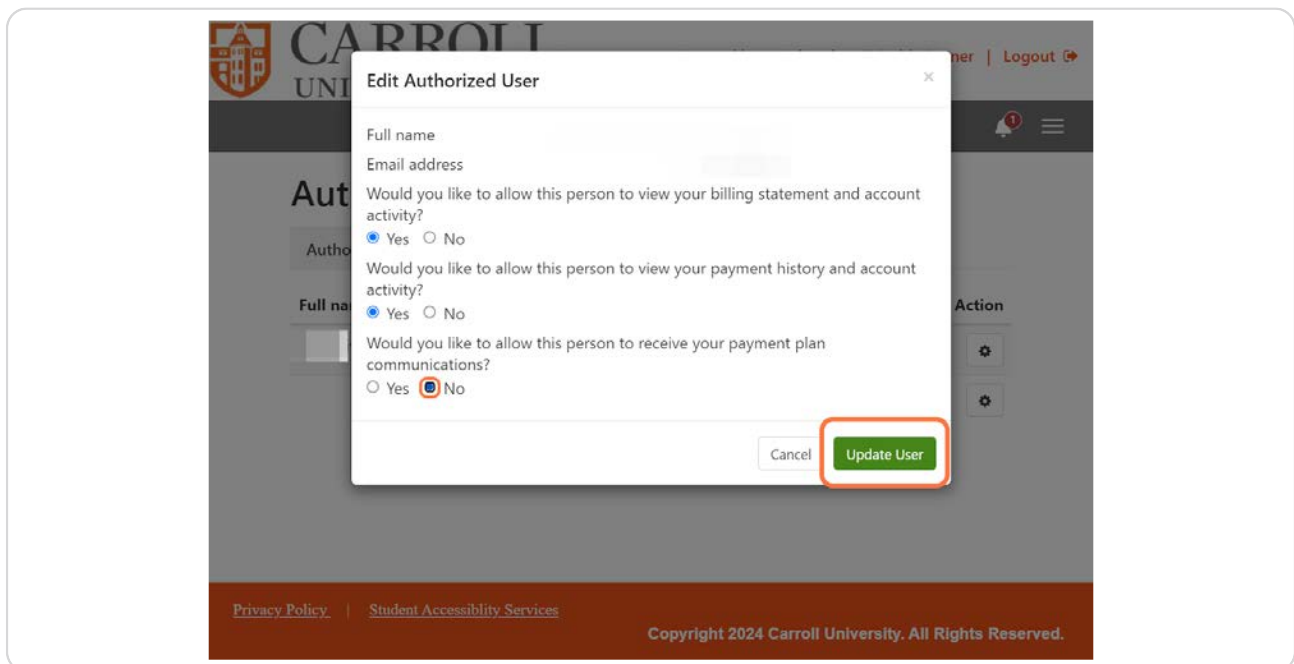
STEP 10

Click on Edit to change what an authorized user can see



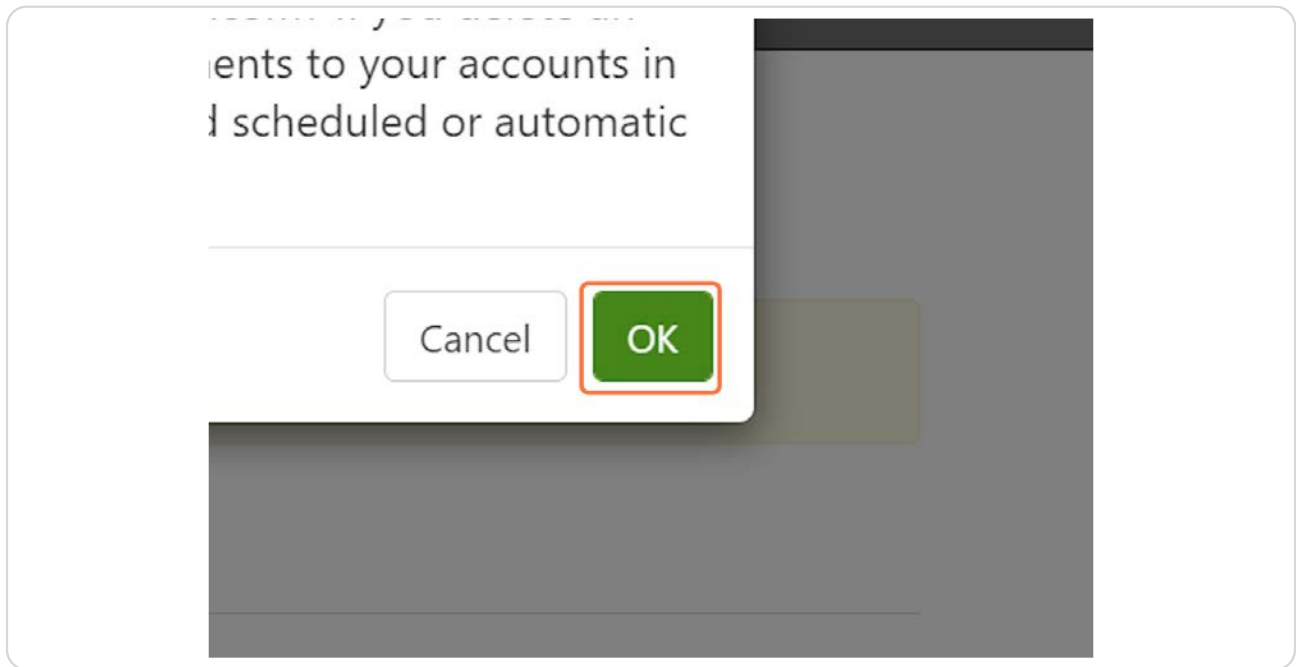
STEP 11

You can select "yes" or "no" to add or remove account views



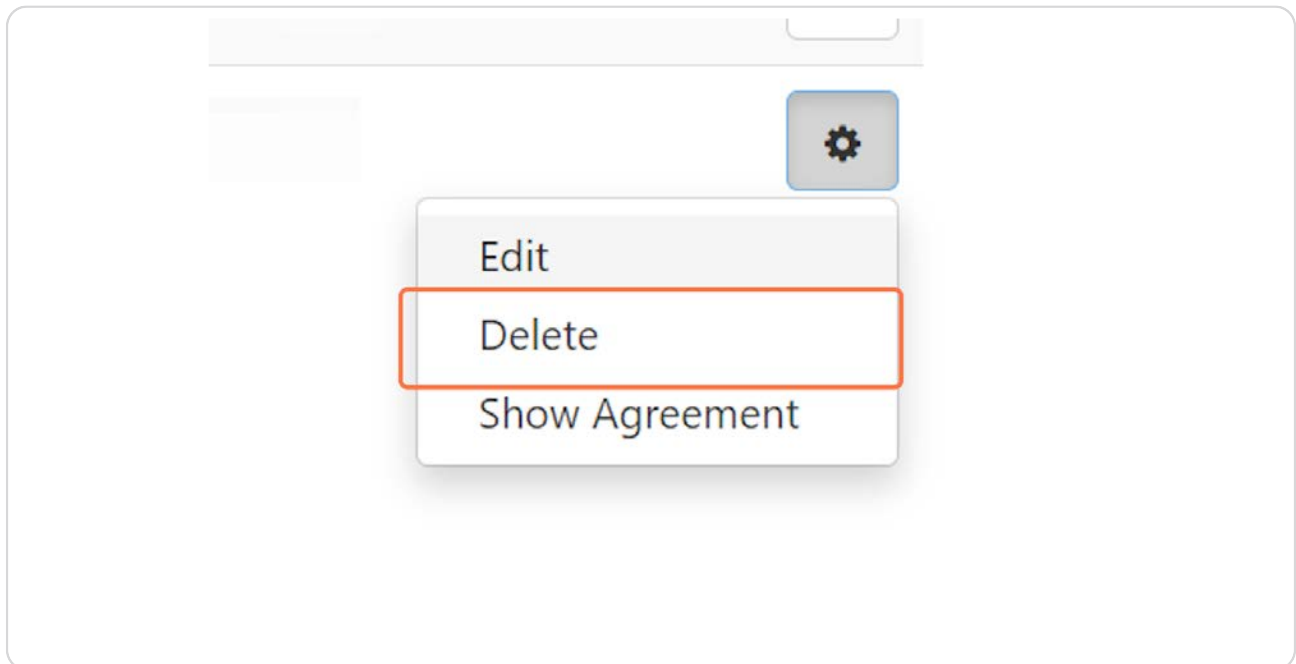
STEP 12

Click on OK



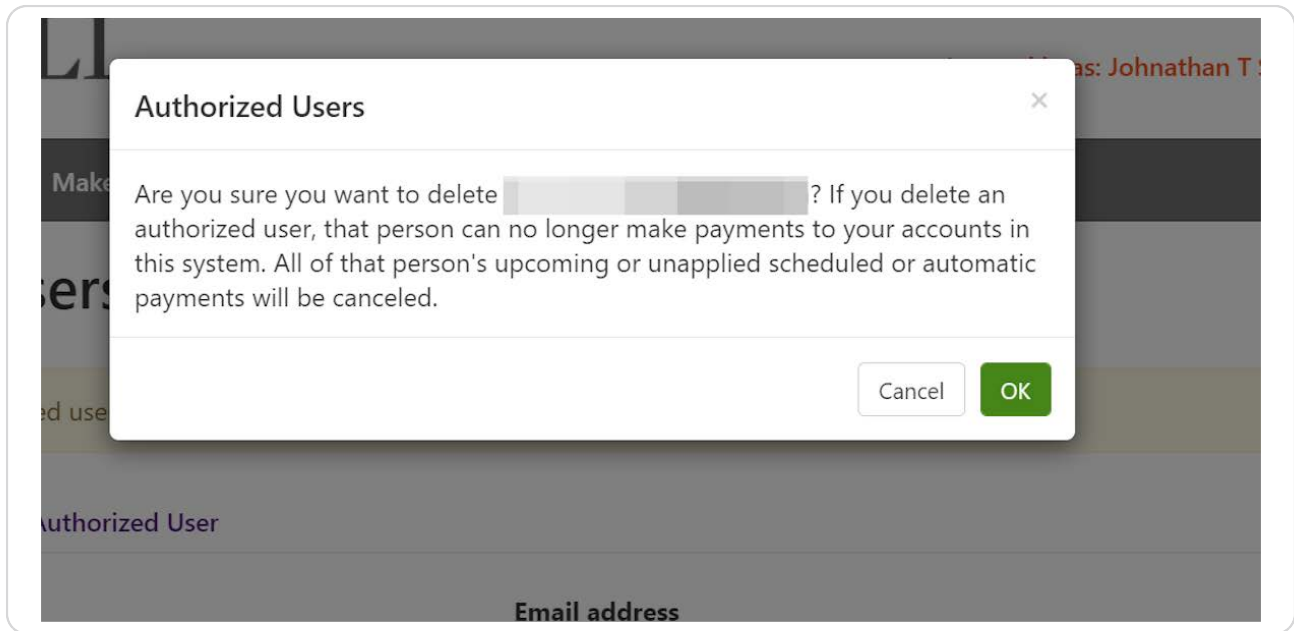
STEP 13

Click on Delete to remove an authorized user from your account



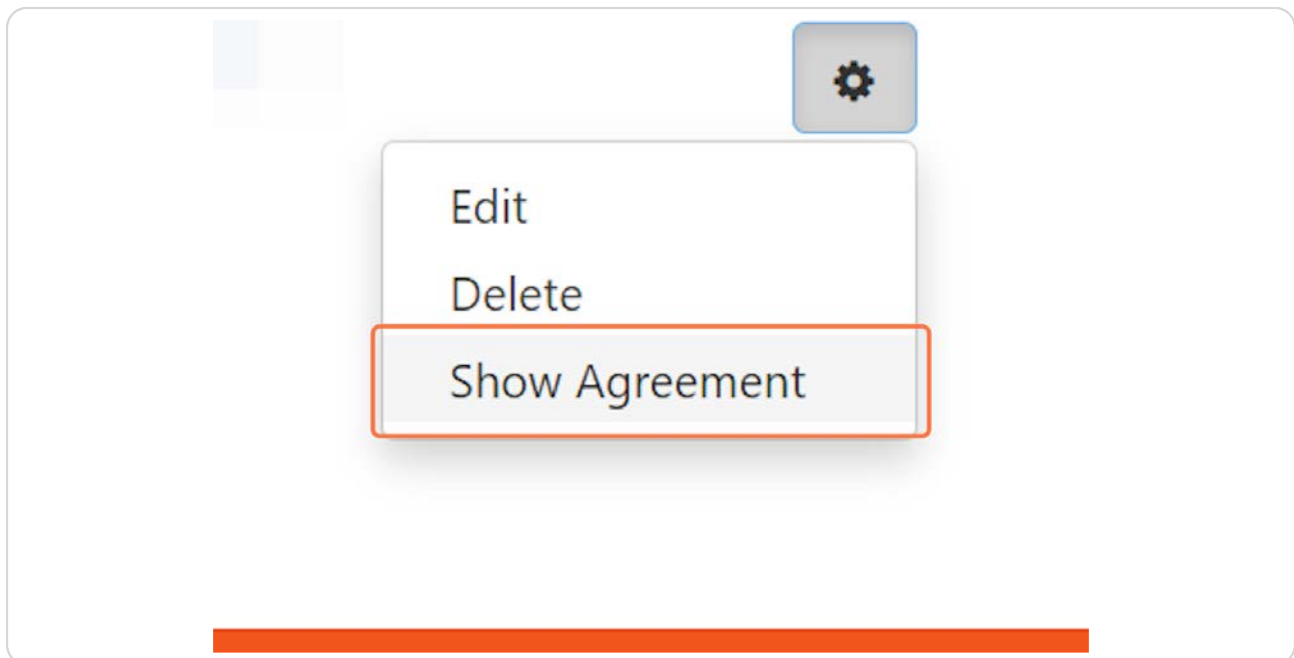
STEP 14

Read the message; and click "okay" if you still want to proceed with deleting an authorized user.



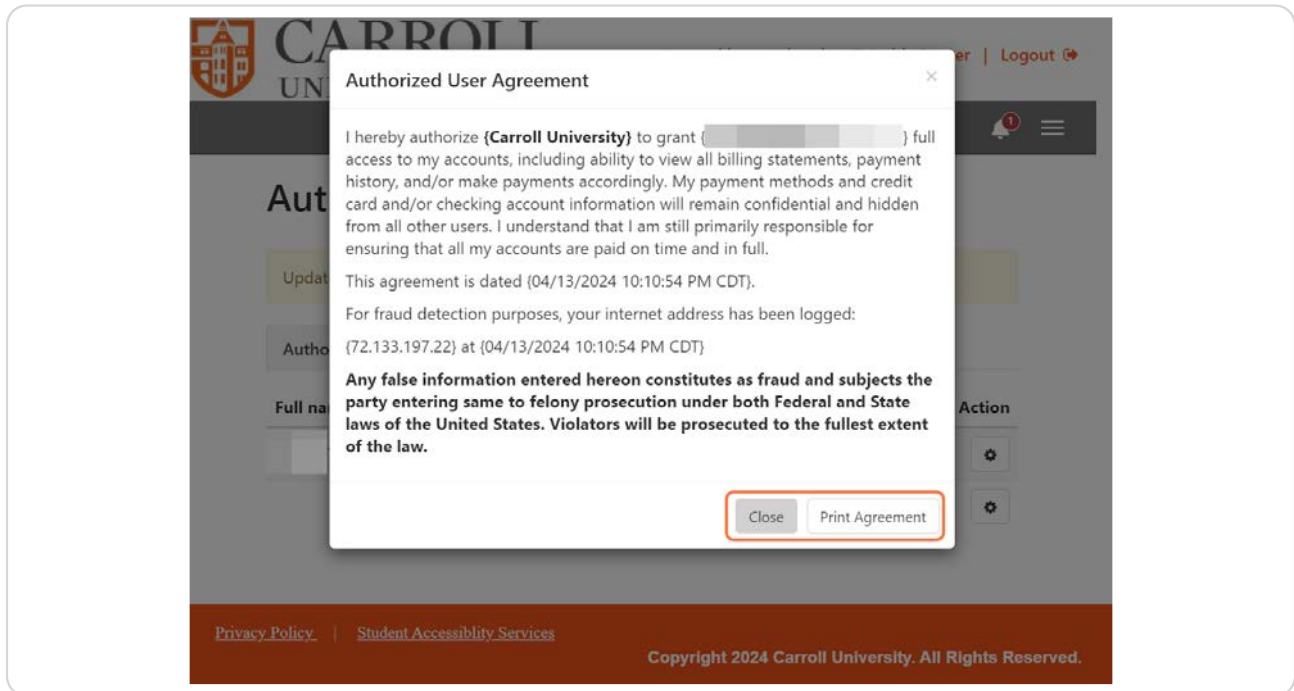
STEP 15

Click on Show Agreement



STEP 16

You can see when the Authorized User was added, and print the agreement if need be



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