4/2017
Offices of the Bursar and Financial Aid
RMB/GC/DMD

Proxy Access Frequently Asked Questions (FAQ’s)
1. What is a proxy?
A proxy is a person that is authorized by you the student to discuss all matters related to billing
and financial aid with the Bursar and Financial Aid office staff at Fairfield University.
2. As a student, why do I need to assign a proxy to discuss matters of billing and financial aid on my
behalf?

Often times, students rely on the support of their parents and others to assist them with
financing their education at Fairfield University. In order to ensure that the matters are
discussed with approved persons and in order for the University to ensure compliance with
FERPA regulations, the offices of the Bursar and Financial Aid have created the proxy process.

3. What is FERPA?

The Family Rights and Privacy Act of 1974 (FERPA) provides for the confidentiality of student
educational records. Fairfield University may not disclose information in a student’s educational
records to anyone without the permission of the student, unless disclosure is permitted by an
exception set forth in FERPA, 20 U.S.C.A., Sec. 1232 et seq. By establishing a proxy and assigning
that proxy a passphrase, you the student are granting permission to Fairfield University officials
to disclose and/or discuss the contents of your billing and financial aid records, which includes
account charges and balances, required financial aid documents, and financial aid awards to that
proxy once the passphrase is validated by office staff.

4. What is a passphrase?

A passphrase is a word or a series of words (a phrase) assigned by the student for a proxy. The
proxy will be required to provide the staff of the offices of the Bursar and Financial Aid with
their assigned passphrase word or phrase in all correspondence or contact (in-person, written,
or phone).

Example of passphrase words: Examples of passphrase phrases:
 Kitten My favorite color is red
 Flower I love my dog
 Happy Porkchops and applesauce

5. Can a student establish more than one proxy?
Yes. The student will need to assign proxy access and establish a passphrase for each person
that the student would like to authorize to discuss any matters concerning billing or financial
aid.

4/2017
Offices of the Bursar and Financial Aid
RMB/GC/DMD
6.Can a passphrase be the same for each proxy?
Yes. You may use the same passphrase word or phrase for each proxy that you assign or you
may establish different passphrase words or phrases for each proxy.
7.What happens when a student establishes a proxy and a passphrase?
Once you establish a proxy, the proxy will be emailed a notification that proxy access has been
established by the student. Once the student assigns a passphrase for the proxy, the proxy will
receive an email with the passphrase.
8.What happens if the student forgets to assign a passphrase for the proxy to use?
The proxy will not be able to access Bursar and Financial Aid information without a passphrase.
The proxy will be asked to contact the student and ask the student to assign a passphrase for
use when contacting the offices of the Bursar and Financial Aid.
9.How long does a proxy have access to Bursar and Financial Aid records at Fairfield University?
A proxy will be granted access for 5 years from the date that the access is established.
10.Can proxy access be rescinded, cancelled or removed by the student?
Yes. A student may rescind, cancel or remove a proxy or a passphrase at any time by returning
to the proxy access tab in Banner Self Service, selecting Proxy Management and expand the
proxy to expire the proxy or remove the passphrase.
11.Can a new proxy be established at any time?
Yes. A student may establish a proxy at any time by returning to the proxy access tab in Banner
Self Service, selecting Proxy Management and elect to add a proxy.
12.Can a student change the passphrase at any time?
Yes. A student may change or remove a passphrase assigned to a proxy at any time by returning
to the proxy access tab in Banner Self Service, selecting Proxy Management and expand the
proxy to change or remove the pass passphrase assigned to that proxy.
Changing a passphrase will continue to permit access to Bursar and Financial Aid records.
Removing a passphrase will rescind/cancel the proxy’s access to Bursar and Financial Aid
records.
Additional step-by-step proxy and passphrase set up instructions are available online and in the portal.
Should you have questions on the proxy access and passphrase FAQ’s or instructions, please contact
either office:
Office of the Bursar bursar@fairfield.edu or Office of Financial Aid finaid@fairfield.edu