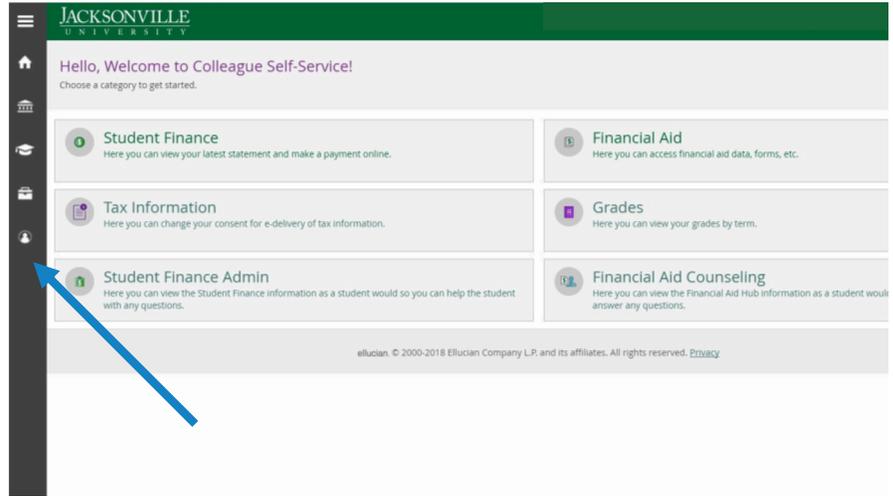




How to Add an Authorized User

1 Log in to [Self Service](#) as student.

2 Click on “User Options” to expand the menu bar



3 Select “View/Add Authorized User Access”



4 Under “Select an Authorized User, select “Add User”

Add an Authorized User

Select an Authorized User

Please Select

5

Enter the contact and personal information of the parent or guardian you'd like to add to your account. You can grant them full access or select specific areas for them to access. Make sure you check the box under the disclosure agreement. Click "Submit" at the bottom to save your changes.

JACKSONVILLE UNIVERSITY
User Options · View/Add Authorized User Access

View/Add Authorized User Access

Active Authorized Users

Name	Authorized User Access	Relationship	Effective Date
Mrs. First Last Name	Student Finance, Financial Aid	Parent	4/19/2024

Add an Authorized User

Select an Authorized User
Add Another User

Prefix
Please Select

First Name *
First Name

Middle Name
Middle Name

Last Name *
Last Name

Suffix
Please Select

Former First Name
Former First Name

Former Middle Name
Former Middle Name

Former Last Name
Former Last Name

Email Address *
Email Address

Confirm Email Address *
Email Address

Email Type
Please Select

Phone
Phone

Phone Extension
Phone Extension

Phone Type
Please Select

Birth Date
M/d/yyyy

Gender
Please Select

SSN
XXX-XX-XXXX

Confirm SSN
XXX-XX-XXXX

Relationship *
Please Select

Access *

Allow Complete Access to All Areas

Allow Select Access

<input type="checkbox"/> Student Finance	<input type="checkbox"/> Financial Aid
<input type="checkbox"/> Account Activity	<input type="checkbox"/> Offer Letter
<input type="checkbox"/> Account Summary	<input type="checkbox"/> Financial Aid Home
<input type="checkbox"/> Make a Payment	<input type="checkbox"/> My Awards
	<input type="checkbox"/> FA Required Documents
	<input type="checkbox"/> College Financing Plan

General

Notifications

Disclosure Agreement

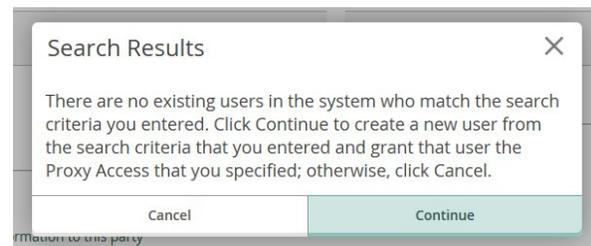
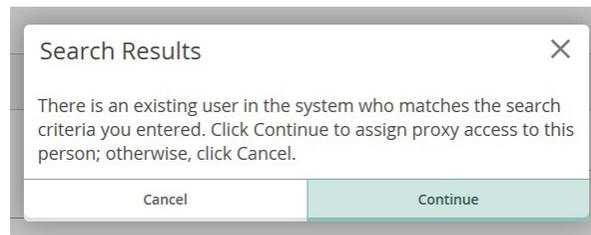
I authorize the institution to disclose my information to this party

Jacksonville University is committed to ensuring that its services are accessible to people with disabilities. If you are experiencing difficulty accessing information or content in this application, please contact the Helpdesk at helpdesk@ju.edu to gain access to inaccessible content or functionality of Illucian Browser content. Individuals who wish to file a formal grievance based upon website accessibility, or who seek disability accommodations, may contact webgrievances@ju.edu [Privacy](#)

6 After you submit the information, you will have to re-enter your password to confirm your request.

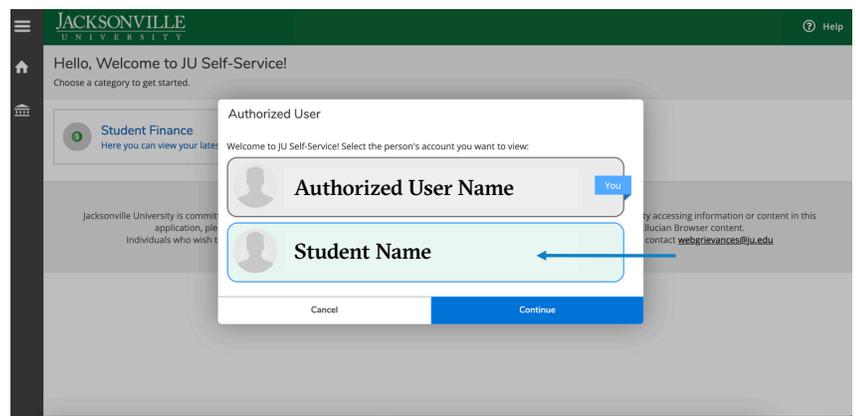
a. If you get an error message that says the user already exists then click “continue” and your Authorized User will need to be validate by JU.

b. If you get a message that says no existing user then click “Continue” and your Authorized User will receive their username and password by email shortly.



7 Once you give an authorized user permission, they will receive two emails. The first email will include their username and the second email will include their temporary password. The emails will come from finaid@ju.edu.

8 After logging in, you’ll be prompted to reset your password. Once your password is updated and you’ve logged back in, a pop-up box will appear. Be sure to select your student’s name (not your own), then click “Continue.”

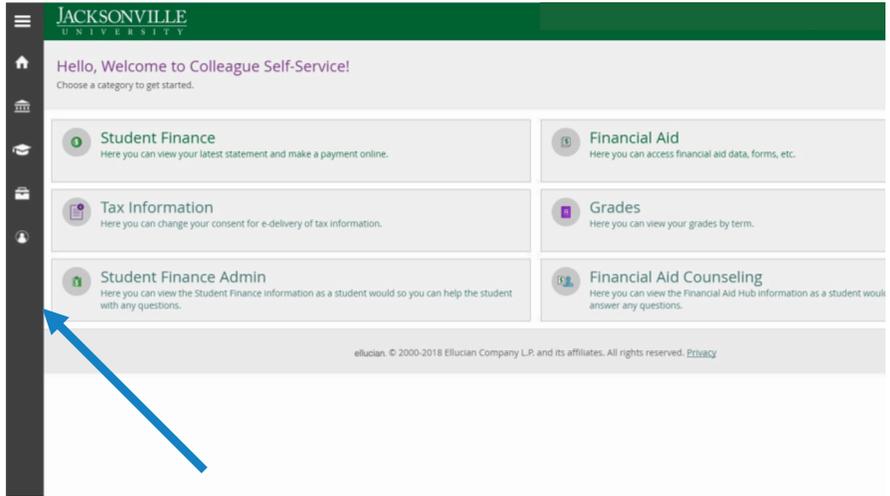




How to Remove an Authorized User

1

Log in to [Self Service](#) as student.



2

Click on “User Options” to expand the menu bar

3

Select “View/Add Authorized User Access”



4

Select the Pencil Icon on the right side of the Authorized User whose access you want to edit

Active Authorized Users

Name	Authorized User Access	Relationship	Effective Date	
Mrs. First Last Name	Student Finance, Financial Aid	Parent	4/19/2024	

5 Update the permissions for the Authorized User. If you'd like to remove them, select "Remove All Access." If you'd prefer to change their access level, you can update it to either "Select Access" or "Complete Access to All Areas."

Edit Authorized User Details

Name

Email Address Relationship
Parent

Access

Allow Complete Access to All Areas

Allow Select Access

Remove All Access

<input checked="" type="checkbox"/> Student Finance ⓘ	<input checked="" type="checkbox"/> Financial Aid ⓘ
<input checked="" type="checkbox"/> Account Activity	<input checked="" type="checkbox"/> Offer Letter
<input checked="" type="checkbox"/> Account Summary	<input checked="" type="checkbox"/> Financial Aid Home

Cancel Save

6 Click "Save"