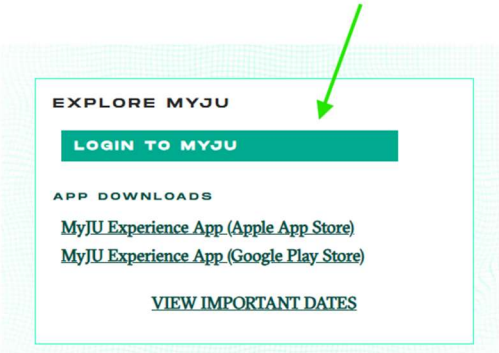
*Office of Student Financial Services*

# How to Add an Authorized User to Self-Service

Updated October 2026

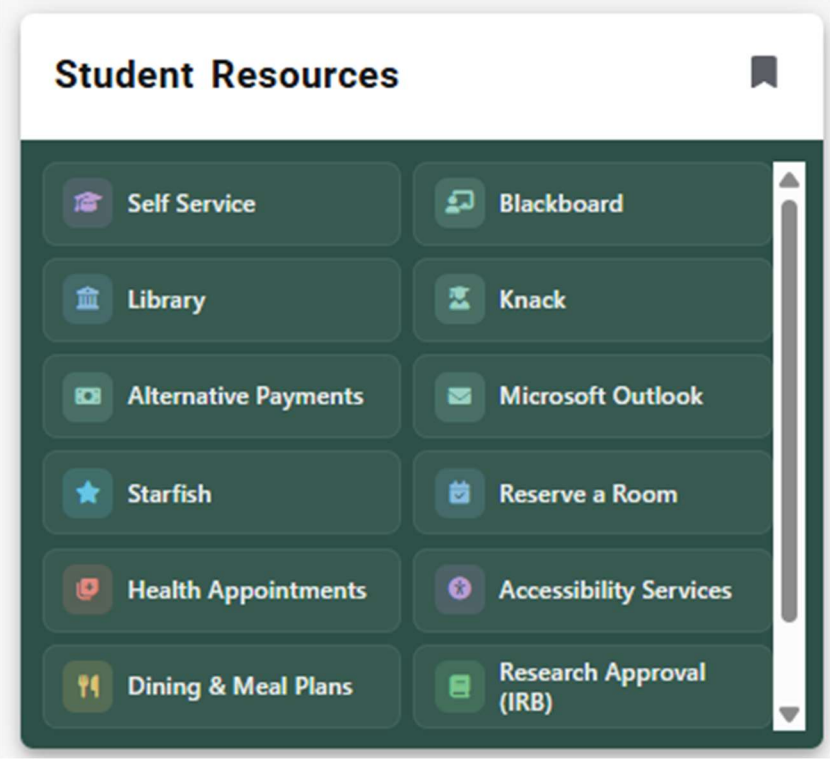
**Step 1.** Log into **my.ju.edu**. You can start from the **myJU webpage** on our website.



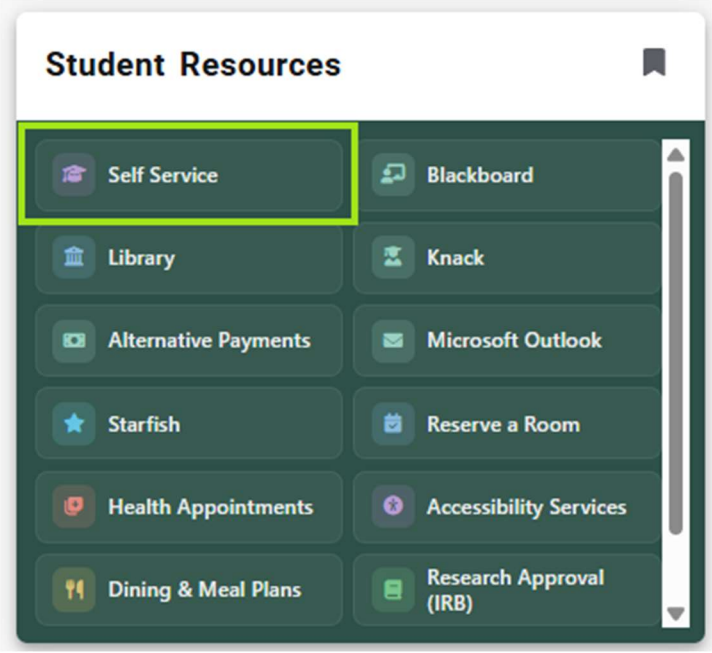




**Step 2.** After completing log-in steps with your student username and password, you should be taken to the myJU homepage.

From here, look for the box labeled “Student Resources”. Where this box may be different for you, as the page is customizable.

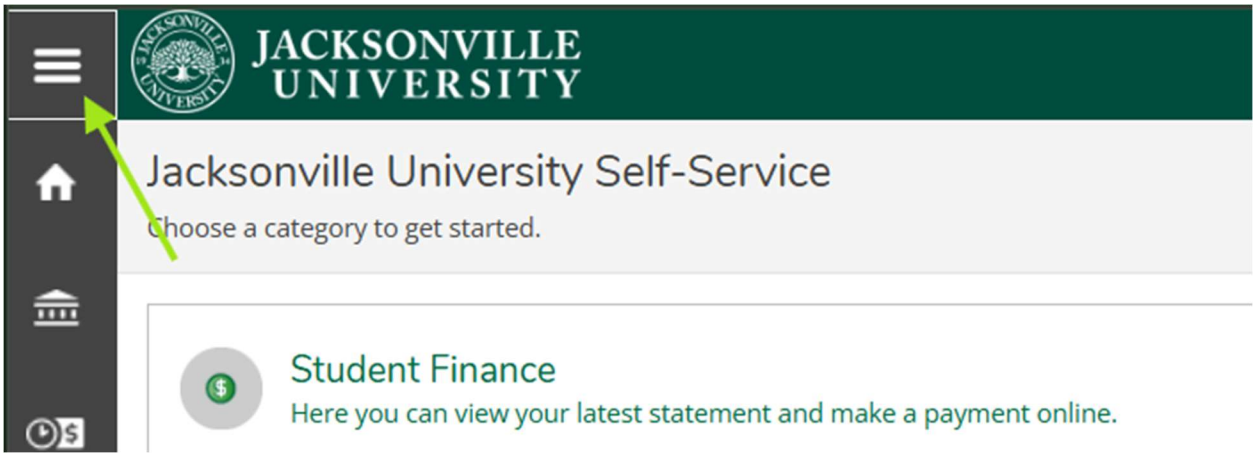


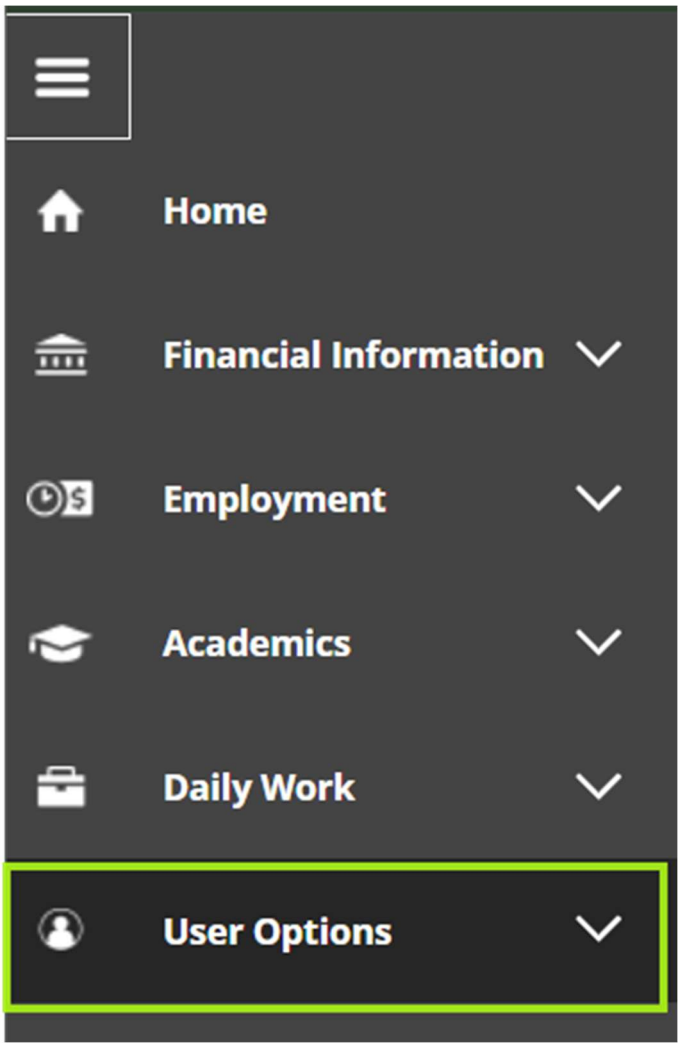

**Step 3.** To access Self-Service, click the Self-Service link.



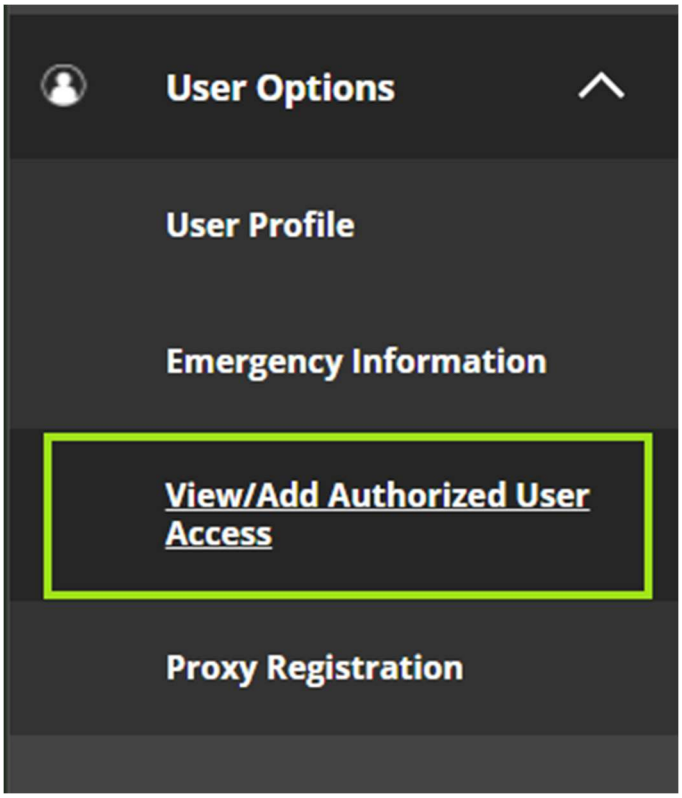

You should now find yourself in the JU Self-Service homepage,

**Step 4.** After logging in, use the three lines (sandwich) icon in the top-left corner to open the sidebar menu, and then navigate to “User Options”.

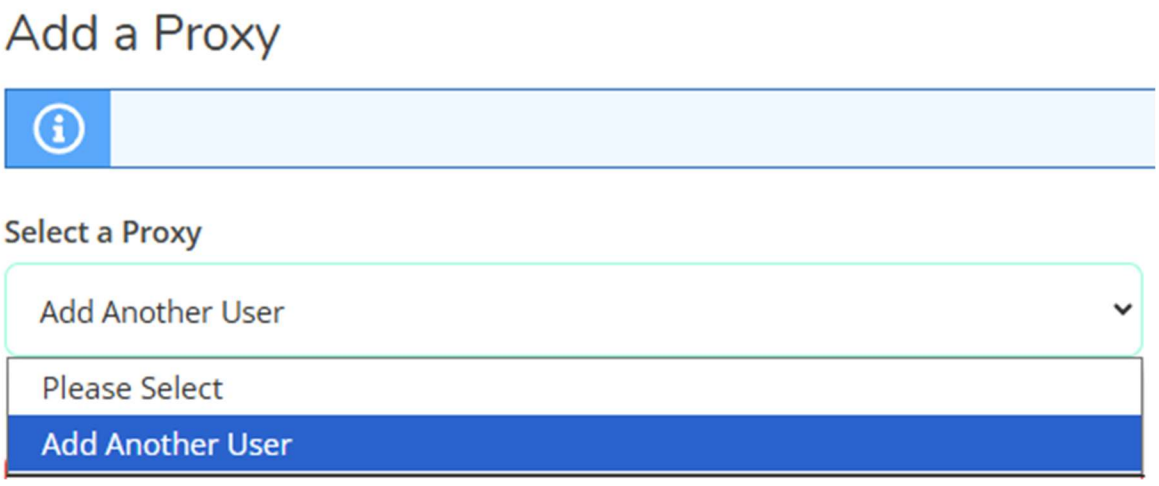


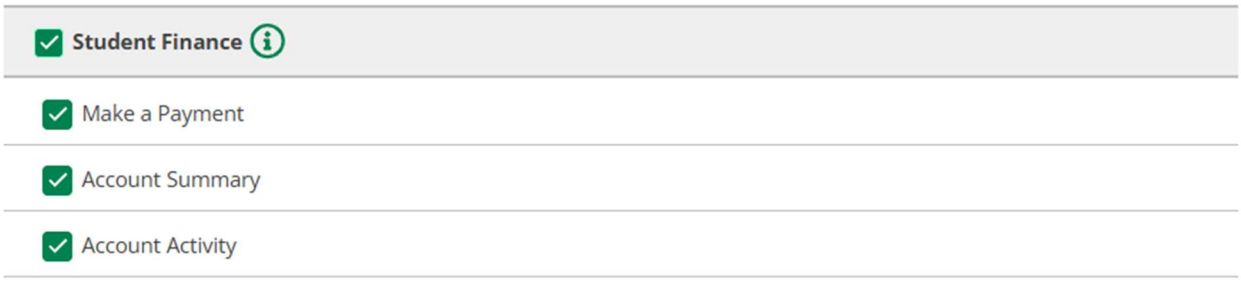
**Step 5.** Under User Options, find **View/Add Authorized User Access.**




**Step 6.** You may see View/Add Proxy Access or View/Add Authorized User Access. Use the dropdown to "Add Another User" as if you have never completed this before, this page will be mostly blank:



**Step 7.** Begin completing the fields on the page, making sure to complete all fields required, and then select the access you would like this authorized user to have. If you would like your authorized user to have access to your financial information like your bill and financial aid, you should at **least** mark Student Finance in this section.




**Step 8.** Click the checkbox under the "Disclosure Agreement" and hit submit. Your authorized user should receive some log in information to begin accessing their own JU Self-Service portal.

**FAQs**

If you find that you are having issues completing any of these steps, please reach out to sfs@ju.edu.

If your authorized user is having trouble getting logged in, start by logging back into your student account and reviewing the newly added information for accuracy.

If you are still encountering problems after this, or having issues with Okta, you may wish to reach out to the IT Helpdesk for further assistance.