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[www.kent.edu/onestop](http://www.kent.edu/onestop)

## One Stop for Student Services

### Guide for Parents/Guardians/Student Advocates

#### Receive FERPA Authorization

The FERPA Authorization allows One Stop Staff to speak with a Parent/Guardian/Advocate regarding a student's account. So that we have authorization to assist you, please **ensure that the student has completed the on-line FERPA Authorization in Flashline before you contact the One Stop for Student Services**. Students can view step-by-step instructions on completing the FERPA Authorization in Flashline via the One Stop website. Please Note: Students have the ability to cancel FERPA Authorization at any time.

#### Become an Authorized User

The Authorized User designation allows a Parent/Guardian/Advocate access to *view* the student's bill/account and *receive billing emails*. (More than one Authorized User can be set up for a student at a time.) Students can grant authorized designee status via Flashline or at <https://payonline@kent.edu>. Students can view step-by-step instructions on granting Authorization in Flashline via the One Stop website. Please Note: Students have the ability to cancel the Authorized User designation at any time.

#### Become a KSUview Designee (Student Steps)

KSUview provides a way for a student to identify a person as a designee and grant permission for a designee to view selected student information. The student is able to modify the permissions, set date ranges that the permissions are active and view a log of the most recent activity. If the designee has questions about the information they are viewing, the designee should speak to the student. KSUview access does not grant the designee the authority to contact and discuss information with a One Stop or other university representative. The student would have to additionally grant the designee FERPA release access. (please see above)

1. Log into FlashLine and select **Student** from the main menu.
2. Under **Resources**, select **Requests and Authorizations**, then select **KSUview**
3. Click on **"Add Designee"**.
4. Provide the Designee's (Parent/Guardian/Advocate) first name, last name, and email address.
5. An email will be sent to the email address you specify for your designee with login information to KSUview.
6. Click on **"Expand"** next to your designee.
7. Complete the profile information for your designee. **Users must designate either a Mother, Father, Step-Mother, Step-Father, or Legal Guardian to provide Parental Approval for minors.**
8. Select the **Authorization tab**.
9. Select the information you would like your designee to view. Use the scroll bar see all the items you have available.
10. Click on **"Send email to designee"**, located in the top right corner.

## Become a KSUview Designee (Parents/Student Advocates Steps)

KSUview provides a way for a student to identify a person as a designee and grant permission for a designee to view selected student information. The student is able to modify the permissions, set date ranges that the permissions are active and view a log of the most recent activity. If the designee has questions about the information they are viewing, the designee should speak to the student. KSUview access does not grant the designee the authority to contact and discuss information with a One Stop or other university representative. The student would have to additionally grant the designee FERPA release access. (please see above)

1. Check the email your student specified for an email with the subject line “New KSUview account – action required.” Emails with the subject line “KSUview access authorizations”, inform you that your student has given authorization for you to have access to specific pages in KSUview.
2. Click the link provided and enter your temporary password provided in the email.
3. Enter your email address and create a new PIN. Use the temporary password from the Step 2 as your “Old Pin”. Your new PIN can only be a series of numbers.
4. You will then be taken to the profile page. Provide the required information and click “Save.”
5. Select the student name. There may be more than one name listed if you are a designee for more than one student.

*Updated 11/20/2017*