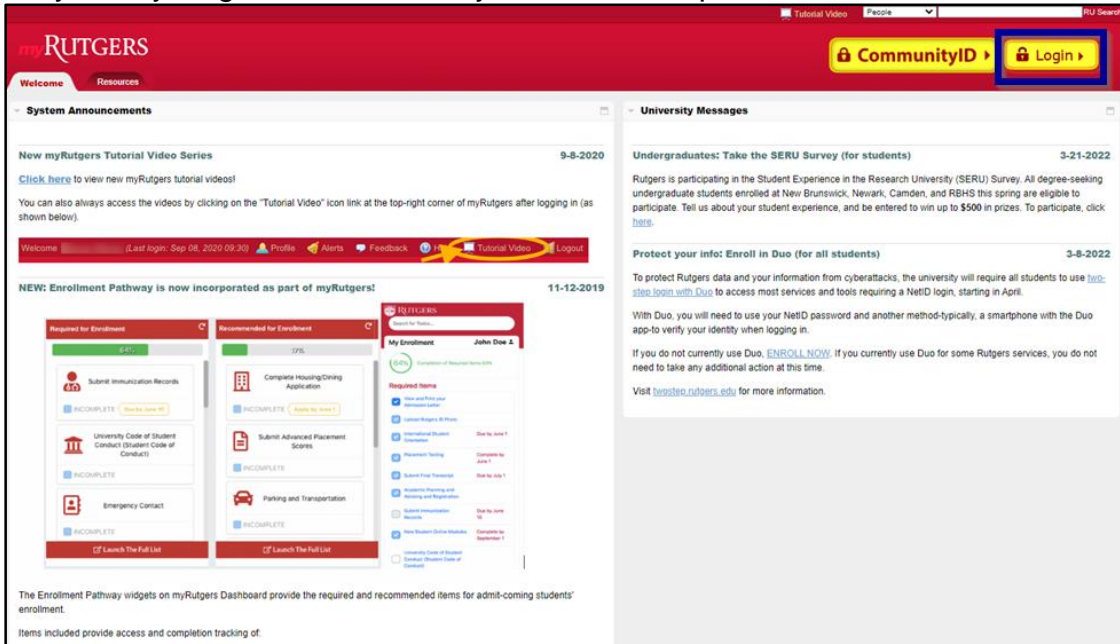


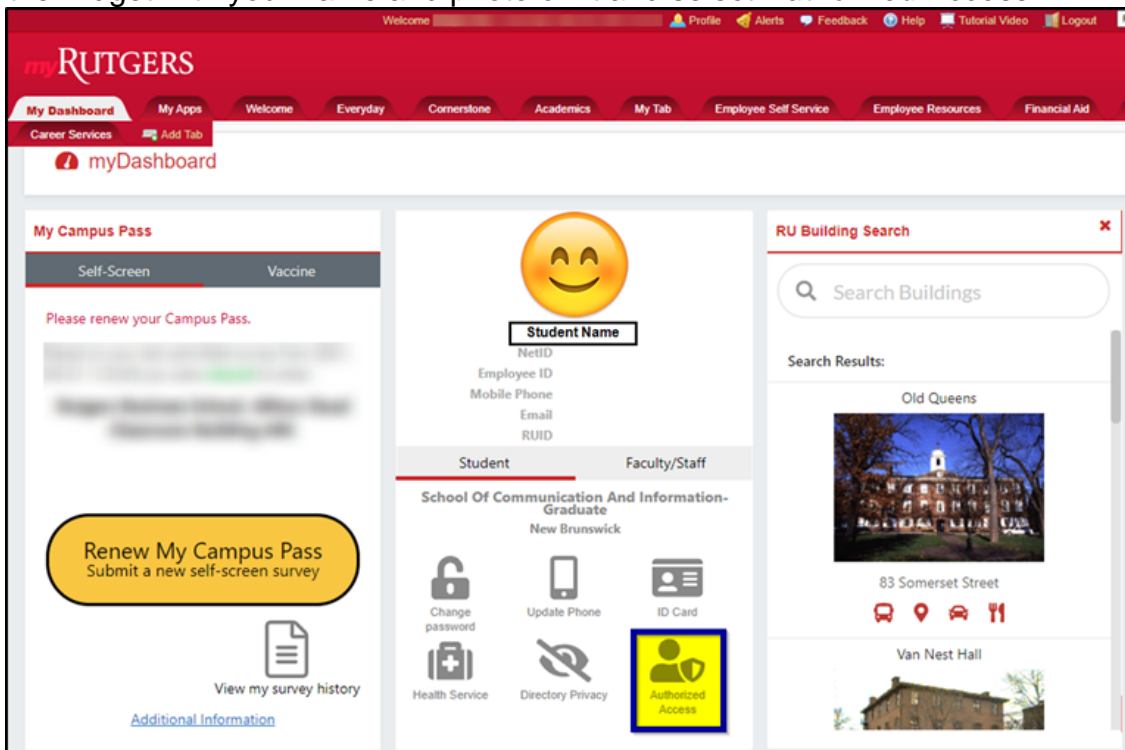
## How to Grant Access to Authorized Users to the Financial Aid Portal

To view awards and grant permission to parents, guardians, or authorized users to the financial aid portal, you must first activate your NetID. If you have not activated your NetID, [please click here](#).

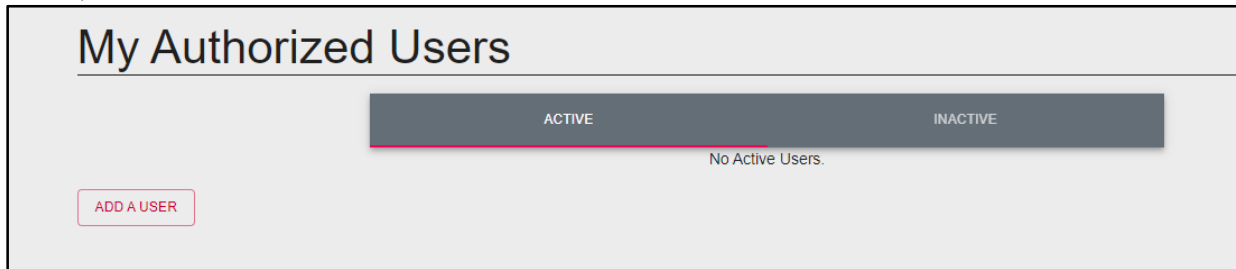
1. Log into your myRutgers account with your NetID and password.



2. Find the widget with your name and photo on it and select *Authorized Access*.

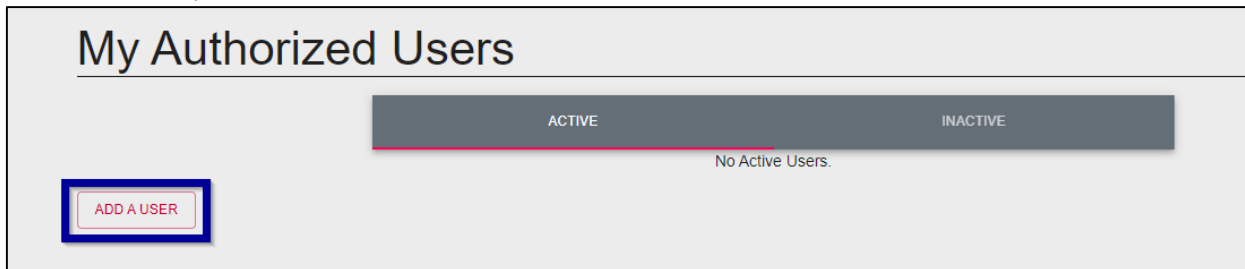


3. This will take you to the “My Authorized Users” page. If you don’t have any authorized users added, it will look like this:

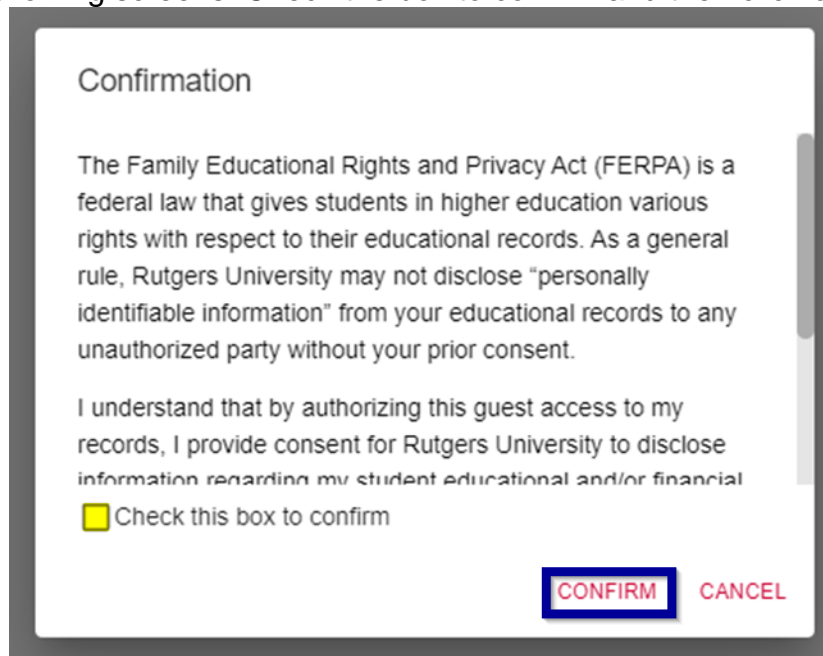


*Note: You can only have 3 active authorized users who can view/modify your account.*

4. To add a user, click the *Add a User* button.



5. A confirmation message will pop up notifying you that it is your decision who can/cannot have access to your financial aid portal and that you are providing your consent to allow Rutgers to disclose information regarding your educational and/or financial aid as authorized by you in the following screens. Check the box to confirm and then click *confirm*.



*Note: If you do not want an authorized user (like a parent/guardian) to have access to your financial aid information, you do not have to add a user and can click cancel.*

6. After confirming, you will be directed to the “Add a New Authorized User” form. Fill out the form for the person you are granting access to (their name, email, relationship to you, etc.) and create a 4-digit pin code they will use to verify their identity when calling or visiting university departments for assistance regarding information they have been authorized to view.

Add a New Authorized User
✕

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First Name

Email

PIN

Last Name

Relationship

Access Expiration

**Dashboard Items: Authorize to view & discuss students information**

Registrar Records (includes current/past courses, grades, major, GPA, degree credits)

Student Accounting Records (includes account balance, viewing and paying term bill)

Financial Aid Records (Two access permission levels.)

**Non-Dashboard Items: Authorize to discuss student's information**

Dean of Students (no information will be displayed, discussion purposes only)

Judicial Affairs (no information will be displayed, discussion purposes only)

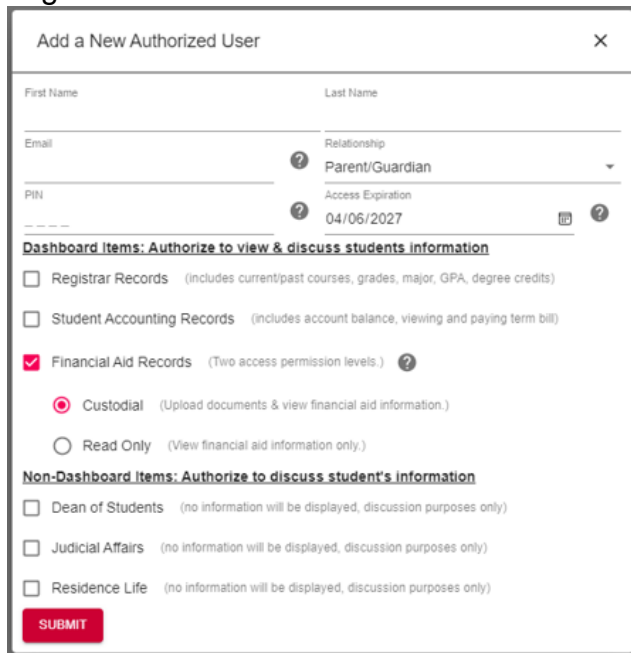
Residence Life (no information will be displayed, discussion purposes only)

**SUBMIT**

- Parent/Guardian
  - Spouse/Partner
  - Employer
  - Sponsor
  - Other

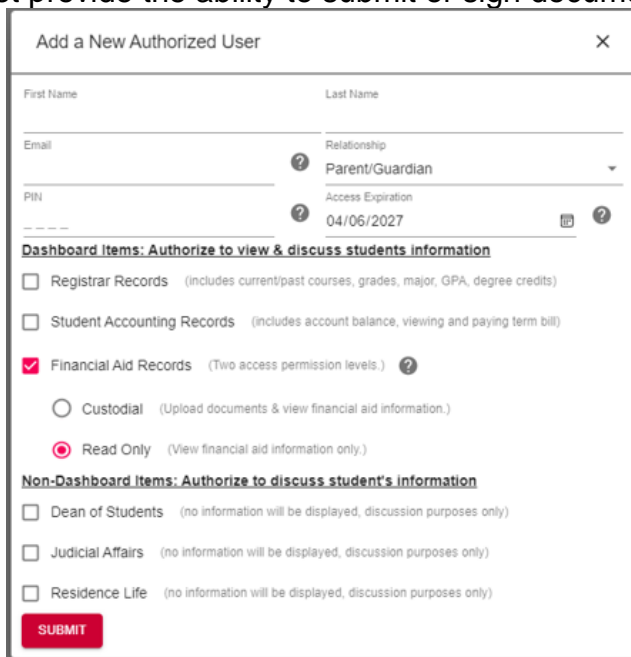
\*Additional relationship fields for authorized users

7. In the dashboard items section, check the box next to “Financial Aid Records,” then decide what level of permission you’d like to give your authorized user.
  - a. If you want a parent/guardian to be able to submit and sign documents in the financial aid portal, please grant them *custodial* access.



The screenshot shows a form titled "Add a New Authorized User". It includes fields for First Name, Last Name, Email, PIN, Relationship (set to "Parent/Guardian"), and Access Expiration (set to "04/06/2027"). Under the "Dashboard Items: Authorize to view & discuss students information" section, the "Financial Aid Records" checkbox is checked. Below it, the "Custodial" radio button is selected, with the description "(Upload documents & view financial aid information.)". Other options include "Read Only" (View financial aid information only.) and "Registrar Records", "Student Accounting Records", "Dean of Students", "Judicial Affairs", and "Residence Life" under the "Non-Dashboard Items" section. A red "SUBMIT" button is at the bottom.

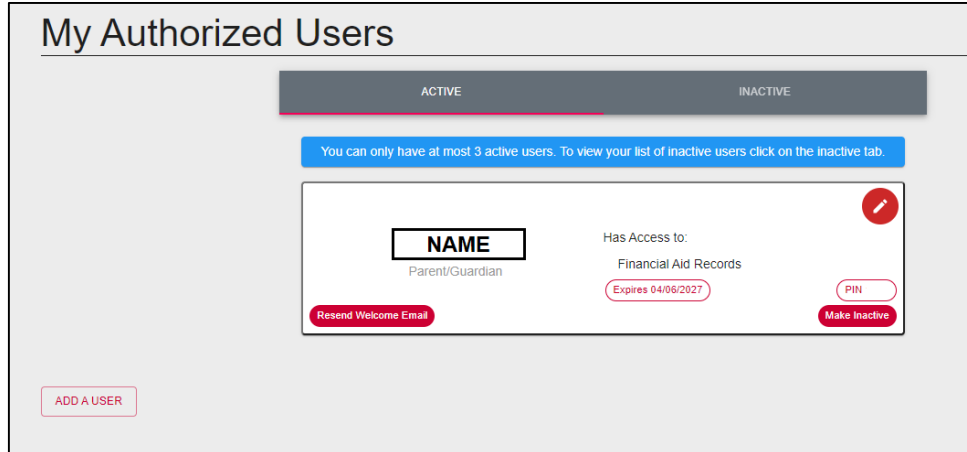
- b. If you want a parent/guardian to have access to only view your financial aid portal, but not submit or sign documents, please grant them *read only* access. Note: read only access does not provide the ability to submit or sign documents.



This screenshot is identical to the one above, but the "Read Only" radio button is selected under the "Financial Aid Records" section, with the description "(View financial aid information only.)".

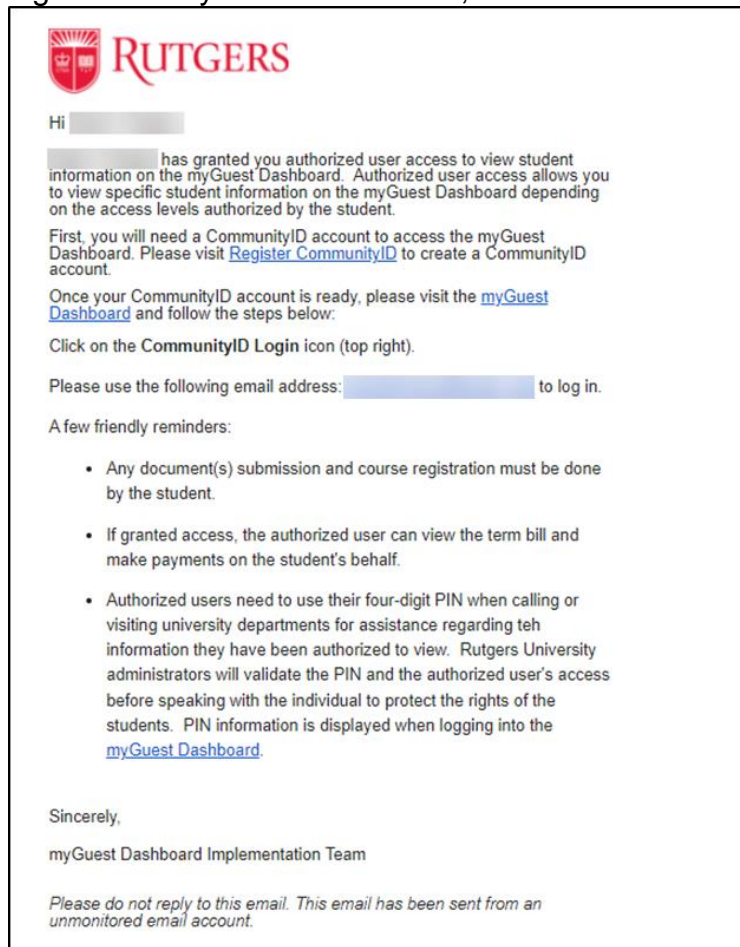
*Note: while this guide specifically goes over how to grant access to financial aid records, you can also click any of the other Dashboard Items or Non-Dashboard Items that you wish your authorized user to have access to.*

8. Click *Submit*.
9. This will redirect you back to the “My Authorized Users” page where you will see confirmation that your authorized user has been granted access, their 4-digit pin, and, specifically, what they have access to.



The screenshot shows the 'My Authorized Users' interface. At the top, there are two tabs: 'ACTIVE' and 'INACTIVE'. Below the tabs is a blue notification bar that reads: 'You can only have at most 3 active users. To view your list of inactive users click on the inactive tab.' The main content area displays a user card for a 'Parent/Guardian'. The card includes a 'NAME' field, a 'Resend Welcome Email' button, and a 'Has Access to:' section listing 'Financial Aid Records' with an expiration date of 'Expires 04/06/2027'. There are also 'PIN' and 'Make Inactive' buttons. An 'ADD A USER' button is located at the bottom left of the dashboard.

10. Your authorized user will receive an email with instructions how to create a CommunityID, log into the myGuest dashboard, and how to use their 4-digit pin.



The screenshot shows an email notification from Rutgers University. The email is addressed to a redacted recipient. The content of the email is as follows:

Hi [redacted]

[redacted] has granted you authorized user access to view student information on the myGuest Dashboard. Authorized user access allows you to view specific student information on the myGuest Dashboard depending on the access levels authorized by the student.

First, you will need a CommunityID account to access the myGuest Dashboard. Please visit [Register CommunityID](#) to create a CommunityID account.

Once your CommunityID account is ready, please visit the [myGuest Dashboard](#) and follow the steps below:

Click on the **CommunityID Login** icon (top right).

Please use the following email address: [redacted] to log in.

A few friendly reminders:

- Any document(s) submission and course registration must be done by the student.
- If granted access, the authorized user can view the term bill and make payments on the student's behalf.
- Authorized users need to use their four-digit PIN when calling or visiting university departments for assistance regarding the information they have been authorized to view. Rutgers University administrators will validate the PIN and the authorized user's access before speaking with the individual to protect the rights of the students. PIN information is displayed when logging into the [myGuest Dashboard](#).

Sincerely,  
myGuest Dashboard Implementation Team

*Please do not reply to this email. This email has been sent from an unmonitored email account.*