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. Click the Settings icon on the left navigation bar.
3. In settings, scroll to the Security section and click "Authorized Access."

4. This will take you to the "My Authorized Users" page. If you don't have any authorized users added, it will look like this:

![My Authorized Users](image)

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

5. To add a user, click the Add a User button.
6. 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.

![Confirmation Message]

**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.

7. 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 Form]
8. 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.

![Add a New Authorized User](image)

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.

![Add a New Authorized User](image)

**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.
9. Click Submit.

10. 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.

![My Authorized Users](image)

11. 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.

![Rutgers Email](image)

Hi Jane Doe,

You have been granted 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: jdoe123@email.com 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 will receive email billing reminders, 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.*
12. To add another user, click the “Add A User” button and repeat steps 6-10. The button will be disabled once you reach the maximum of 3 active authorized users.

13. To update the PIN, Expiration Date, or modify any access permissions, click the pencil icon.