Norse Hub: Instructions for Proxy Access and Emergency Contacts

Proxy Access allows another person to view a limited set of student information, such as statement of account, financial aid offer, grades, or notifications.

Students need to grant proxy access to their parent, guardian, or relative before they can log in to Norse Hub.
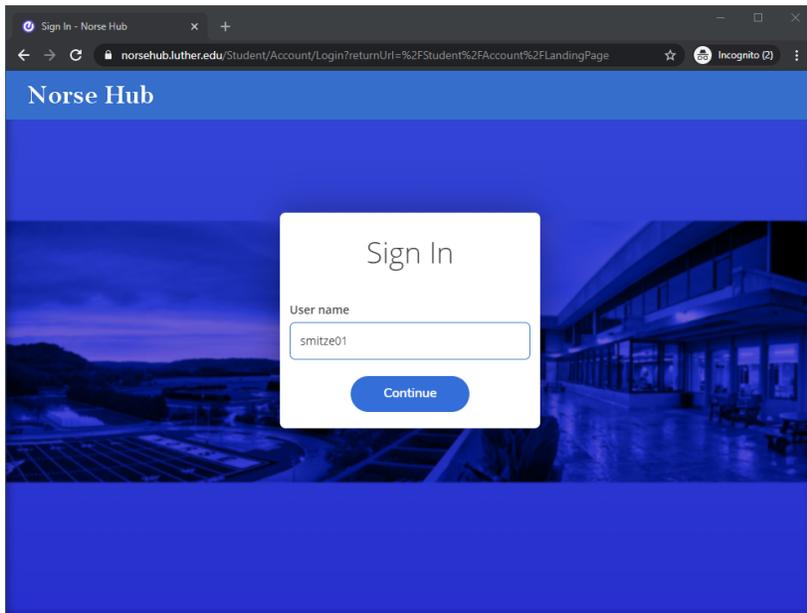
In addition to proxy access, students should also identify at least one person to receive emergency notifications and be their missing person contact for Luther College in emergency situations.

Log in to Norse Hub

Students log in using their Norse Key username and password.

Other users who have been granted proxy access will follow the instructions below.

After login, click on the '? Help' button in the upper right corner of any screen for more information or contact the ITS Technology Help Desk by calling 563-387-1000 or email helpdesk@luther.edu

View/Add Proxy Access

Students can choose 'View/Add Proxy Access' from the sidebar menu or the username drop down menu in the top right corner of their screen.

If the person for whom you want to grant permission is not listed in the drop down list for 'Select a Proxy', click on the form link ("Add Person Form") to request another person as your proxy:

Alternatively, you can send the name, relationship, phone number, contact information, and email address of the person you want to add proxy access for to studentaccounts@luther.edu.

Grant Proxy Access

For each proxy, students can either allow complete access or grant specific permissions. Agree to the terms in the Disclosure Agreement and save.

The person acting as a proxy will receive **two** initial emails from *parentproxy@luther.edu* The first email will contain a username:

> ---
> *Dear Mr. John Smith,*
>
> *You have been granted proxy access to Mrs. Mary Smith's account at Luther College.*
>
> *The following login has been created for your use at Luther College. Your temporary password will arrive by a separate email.*
> *Username: **smith4555577***
>
> ***---***

The second email will contain a password. The proxy user will need both to log in.

The proxy user will log in to *norsehub.luther.edu* with the username and password provided:
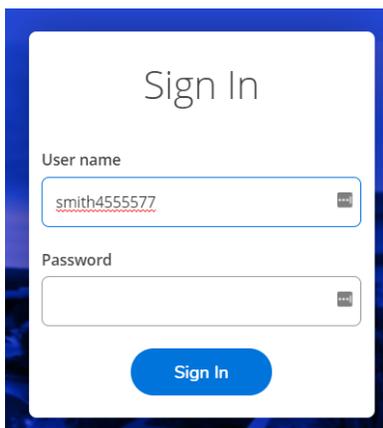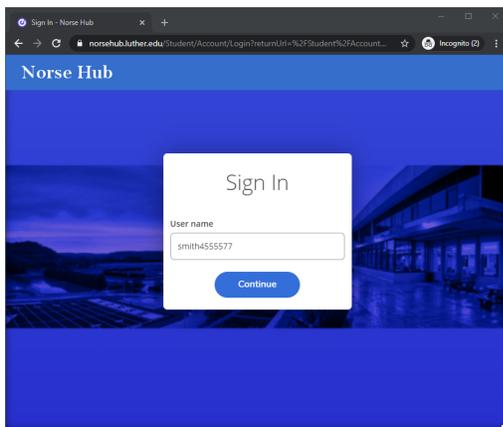
Validate Sign-in with Verification Code

After logging in with the username and password provided, the proxy user will be prompted to enter a verification code.
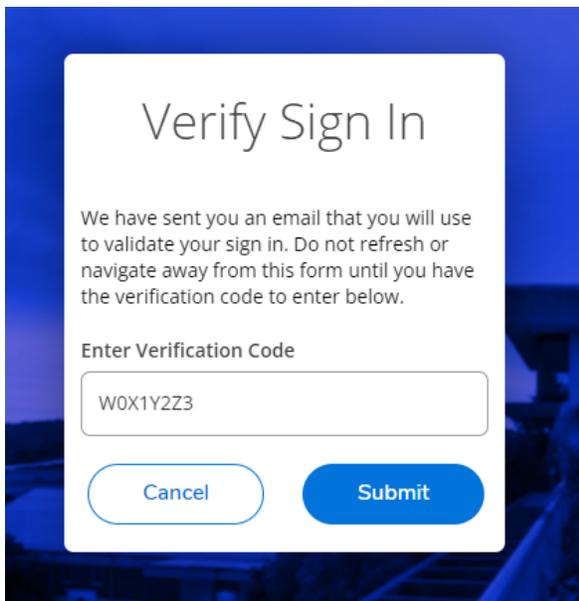
This verification code will be emailed after the user logs in. The proxy user will receive an email with the subject "Your Verification Code" after logging in with the username and password that were provided in earlier emails:

> ---
>
> *Hello, There has been a login attempt to your account. If this was you, please enter the Verification Code below to continue logging in.*
>
> *If this was not you, please notify the Technology Help Desk at 563-387-1000 and change your password. Luther College will never contact you for this code. Do not share it with anyone.*
>
> *Verification Code: W0X1Y2Z3*
>
> ---

The verification code is only valid for 15 minutes. After that time, the proxy user will need to attempt a new login and they will receive another email with a new verification code.

**The proxy user will be prompted to change their password the first time they log in:**

View Norse Hub as Parent Proxy

When the proxy user logs in to Norse Hub, they will be presented with the option to view accounts for which they have been designated a proxy. They should choose the name of the student whose account they wish to view and click the 'continue' button. In the example below, the parent proxy is choosing to view our test record (Ima M. Norse2).
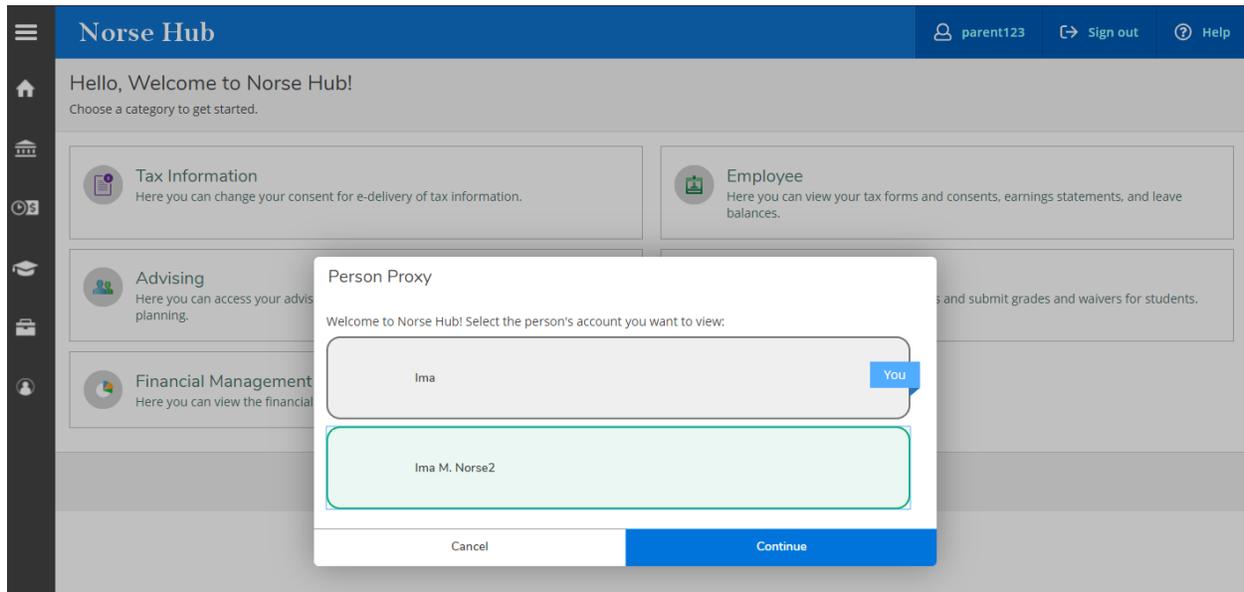

The proxy user will only see a limited menu of options available when they are viewing information as the proxy user.
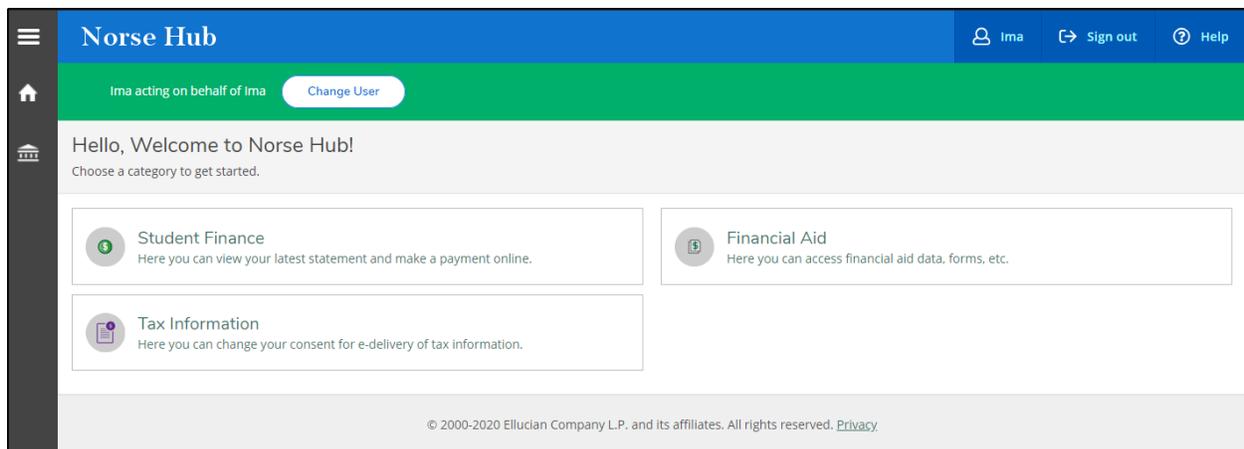
In this example, the student has only granted permission to see Student Finance, Financial Aid, and Tax Information.

Change User

At any time the proxy can switch back to their own access or if they have another student, they can change access to view their information.
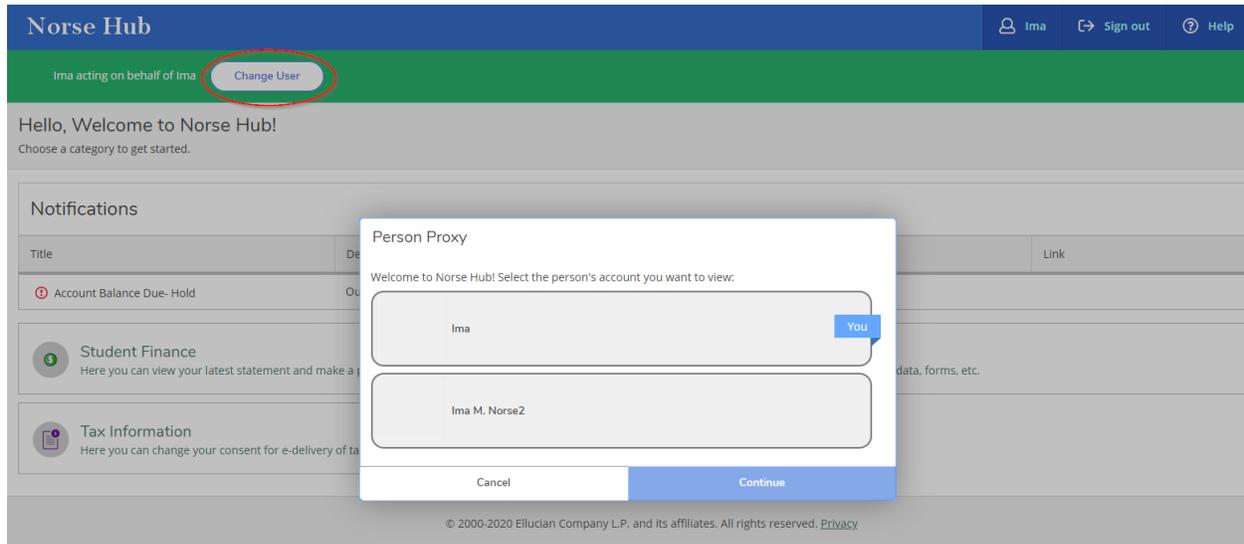
Students: Add Emergency Contact Information

Choose 'User Options', 'Emergency Information' and click on 'Add New Contact' to update emergency contact and missing person contact information. It is important to keep this information current for important communications from Luther College in emergency situations.
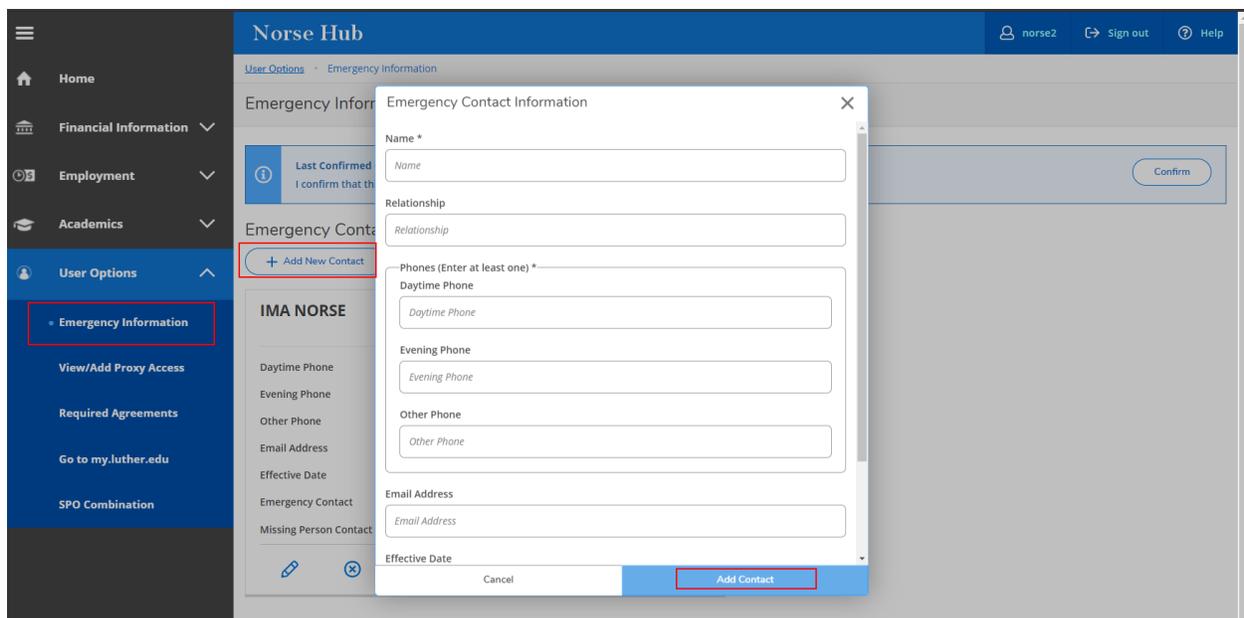
Students are required to provide an emergency contact and missing person contact in order to register for classes. Be sure to check both boxes if one person is named as both.

Sign out to end your session

Click on 'Sign out' after setting up proxy access and close your browser.