

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.

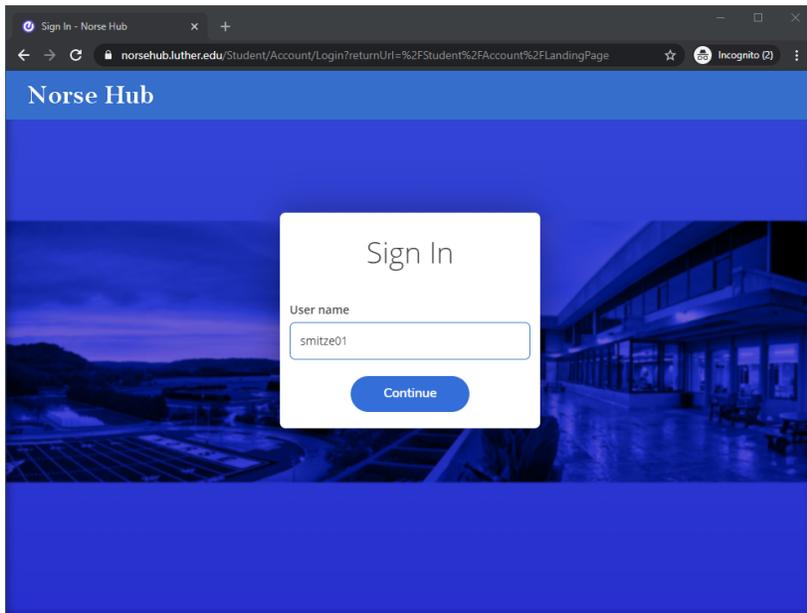
In addition to proxy access, students should also identify at least one person to receive emergency notifications and be their missing person contact for Luther College in emergency situations.

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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

The screenshot shows the Norse Hub (Test) interface. The sidebar menu on the left has 'View/Add Proxy Access' circled in red. The top right of the page shows a username dropdown menu with 'View/Add Proxy Access' also circled in red. The main content area includes instructions on how to grant proxy access and a table of active proxies.

Name	Proxy Access	Relationship	Effective Date	
Ima F. Norse-Parent	Student Finance, Financial Aid, General	Parent	3/18/2020	Edit

Below the table is a section titled 'Add a Proxy' with a dropdown menu labeled 'Please Select'.

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:

The screenshot shows the Norse Hub (Test) interface. The main content area includes instructions on how to grant proxy access and a table of active proxies.

Name	Proxy Access	Relationship	Effective Date	
Ima F. Norse-Parent	Student Finance, Financial Aid, General	Parent	3/18/2020	Edit

Active Proxies

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

Add a Proxy

Select a Proxy
Ima F. Norse-Parent

Email Address: ima.norse-parent@gmail.com Relationship: Parent

Access

Allow Complete Access

Allow Select Access

Student Finance ⓘ

- Account Activity
- Account Summary
- Make a Payment

General ⓘ

- Notifications

Tax Information ⓘ

- Tax Information

Financial Aid ⓘ

- Offer Letter
- Financial Aid Home
- My Awards
- FA Required Documents

Academics ⓘ

- Grades

Disclosure Agreement

The Family Educational Rights and Privacy Act (FERPA) provides certain rights to students concerning the privacy of, and access to, their educational records. Parents of students enrolled in post-secondary institutions do not have any rights that are mandated under FERPA.

Here you can grant others access to inquiry-only viewing of your financial aid data, forms, etc.

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,

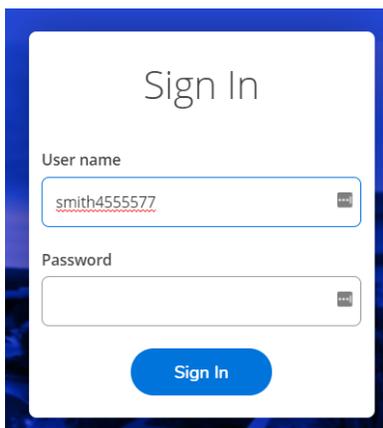
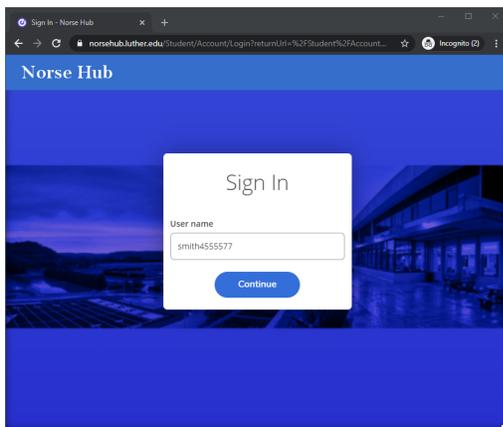
You have been granted proxy access to Mrs. Mary Smith's account at Luther College.

The following login has been created for your use at Luther College. Your temporary password will arrive by a separate email.

*Username: **smith455577***

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.

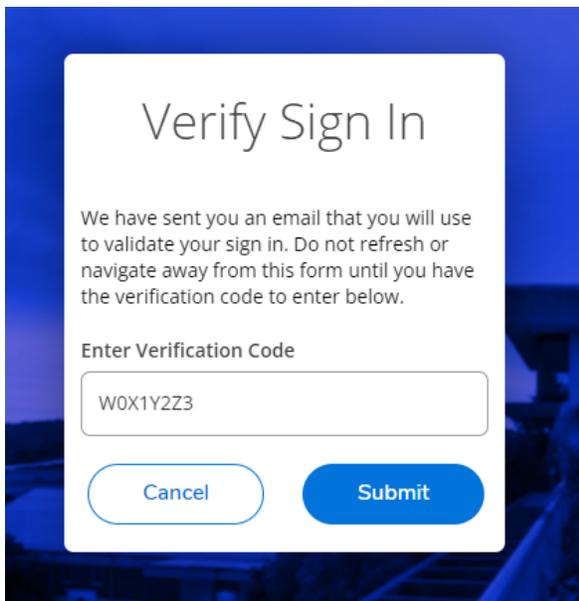
This verification code will be emailed after the user logs in. The proxy user will receive an email with the subject "Your Verification Code" after logging in with the username and password that were provided in earlier emails:

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.

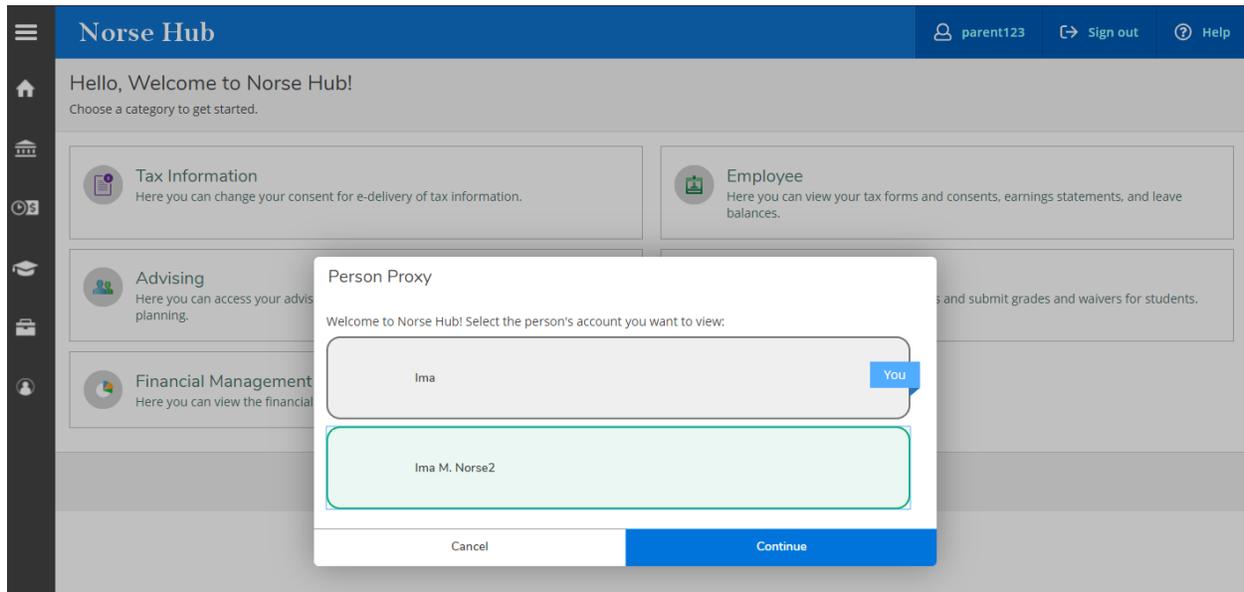


The proxy user will be prompted to change their password the first time they log in:

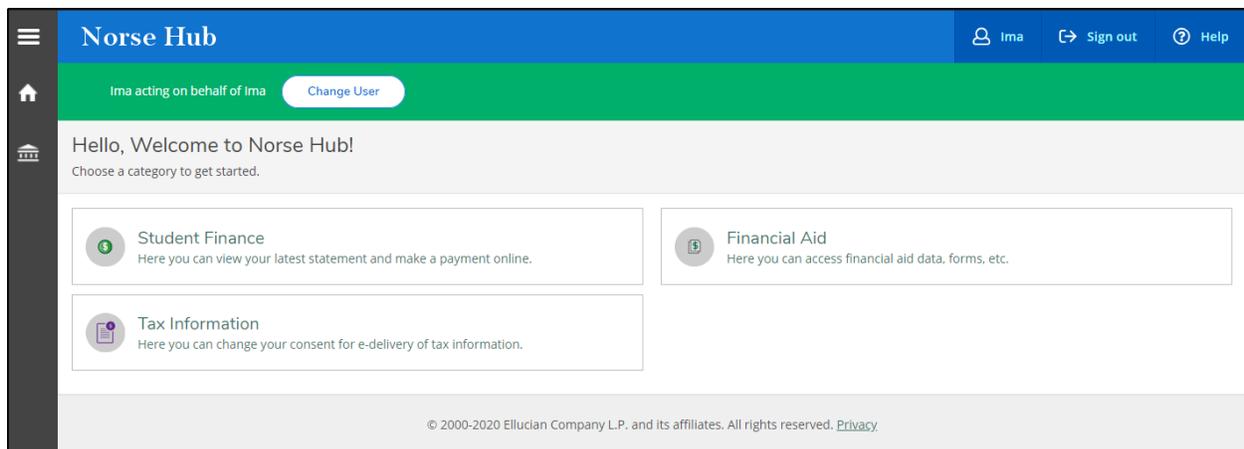
The screenshot displays the Norse Hub interface for changing a password. The top navigation bar is blue and contains the text "Norse Hub" on the left, and "parent123", "Sign out", and "Help" on the right. Below the navigation bar, the page title is "Change Password". A message box with an information icon states: "Please enter your user name, current password, and new password." The form contains four input fields: "User name", "Current password", "New password", and "Confirm new password". A blue button labeled "Change Password" is positioned below the fields. A dropdown menu is open in the top right corner, showing the following options: "Change Password" (highlighted with a red box), "Emergency Information", "Account Preferences", and "Change Proxy User". The footer of the page contains the copyright notice: "© 2000-2020 Ellucian Company L.P. and its affiliates. All rights reserved. [Privacy](#)".

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).



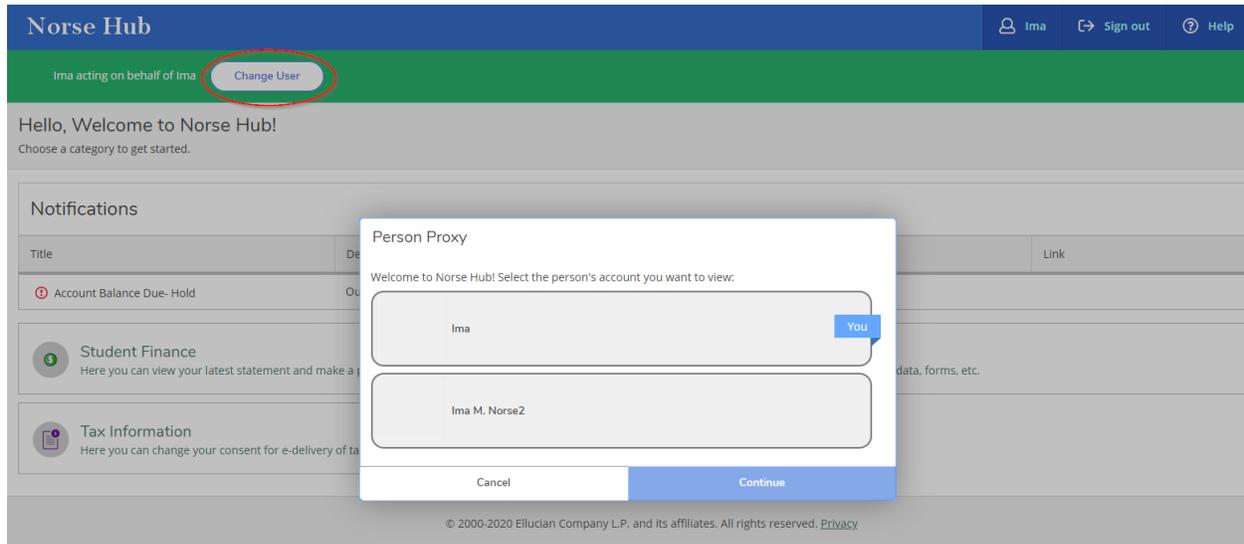
The proxy user will only see a limited menu of options available when they are viewing information as the proxy user.



In this example, the student has only granted permission to see Student Finance, Financial Aid, and Tax Information.

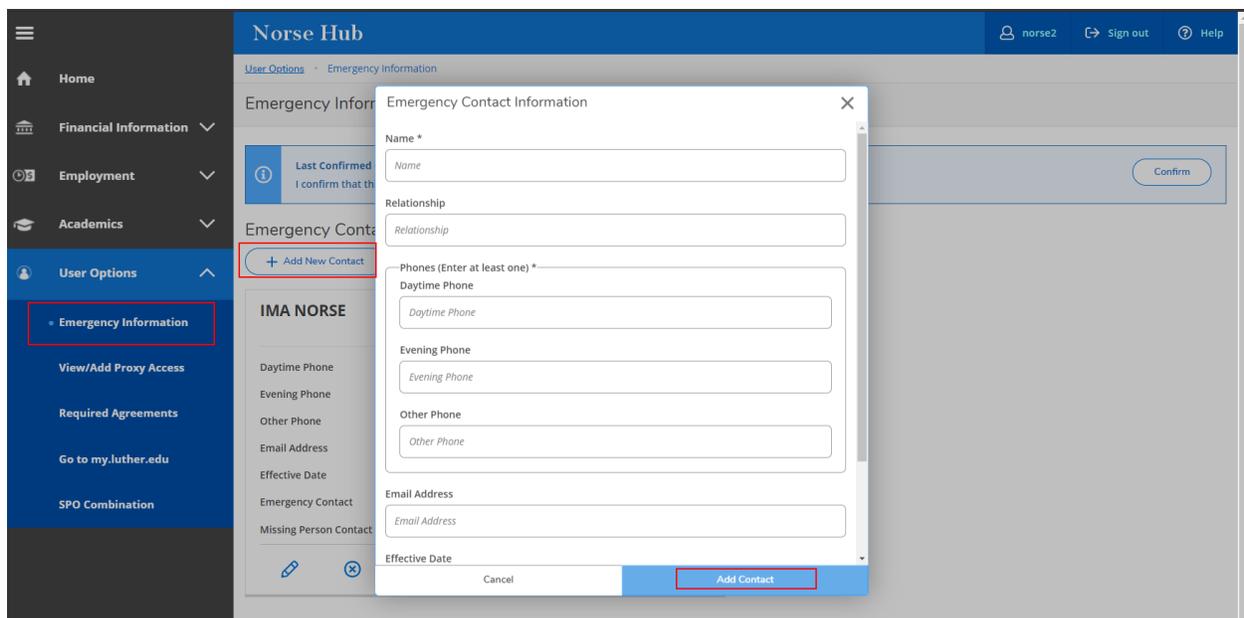
Change User

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.

Effective Date
8/23/2019
<input checked="" type="checkbox"/> Emergency Contact
<input checked="" type="checkbox"/> Missing Person Contact

Sign out to end your session

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

The screenshot shows the Norse Hub interface. At the top, there is a blue navigation bar with the text "Norse Hub" on the left and a user profile icon labeled "norse2" on the right. Next to the profile icon is a "Sign out" button, which is circled in red. To the right of the "Sign out" button is a "Help" icon. Below the navigation bar, the main content area displays a welcome message: "Hello, Welcome to Norse Hub! Choose a category to get started." Below this message are eight category tiles arranged in a 4x2 grid. The categories are: Student Finance, Financial Aid, Tax Information, Employee, Student Planning, Grades, Transcript Requests, and Required Agreements. Each tile contains an icon and a brief description of the category's function. At the bottom of the page, there is a footer with the copyright notice: "© 2000-2020 Ellucian Company L.P. and its affiliates. All rights reserved. [Privacy](#)".