


# Troubleshooting Parent/Third Party Proxy

-  NEVER delete a contact email and re-add, or delete a contact and re-add using previous email. Email address is the unique identifier for a proxy and cannot be changed or removed/re-added. If this has been done the only solution is to create a new contact with a different email.

## Helpful links

- [Student step-by-step guide](#)
- [Parent step-by-step guide to setup your Workday account](#)
- [Parent step-by-step guide to navigate Workday](#)

## Student Questions

- ***I'm on the Contacts tab of my profile, but I don't see a Friends & Family tab. Where is it?***

If you are a student worker, you are likely viewing the contacts tab on your worker profile. Friends & Family tab is only on the student profile.

To switch profiles, click the Summary tab in the blue sidebar. Then click your name under the Student heading.

- ***I added someone to my Friends and Family, but don't see an option to Manage Third-Party Permissions for that person.***

You forgot to check the "Is third party user" box when adding this person.

To go back and check the box, click Actions on the person, then click Edit Friends and Family. Check the Is Third Party User box, then submit. Manage permissions should now appear on the Actions menu for this person.

- ***Multiple students/linked accounts: My sibling already added our parent. Will our parent be able to see my information too?***

Yes. You as the second (or additional) student should complete the same steps to add your parent as a third-party user. Use exactly the same name and email address that the first student used. After you (the additional student) complete the "manage permissions" step, Workday will prompt you to review and approve linking the accounts together. Your parent can now access both students using the same login. Each student sets the access your parent sees. For step-by-step instructions, see [step-by-step guide](#) under section "[For Parent/Proxy with multiple students at Lynn](#)"

- ***Can I change or remove the access I gave someone?***

Yes. Go back to your Friends and Family tab under Contacts and click the Actions button next to their name. For more detailed instructions, see [step-by-step guide](#) under section [Edit or Delete Emergency/Third Party Contact](#)

## Parent Questions

- ***My student added me, but I did not receive email with username and password.***

First, check your email spam folder to make sure it's not there. You should receive two emails from [lynn@myworkday.com](mailto:lynn@myworkday.com)

Make sure the student has completed both of their steps:

- Did the student check "is third party box" when adding as friends and family?
- Did the student complete the "manage permissions" step? (This is what triggers Workday to send the email with username and password.)

Ask the student to follow the steps from document "[How to Add Emergency Contacts and Third Party Proxy Access](#)"

Make sure the student used the correct email address. If there is a typo, the student should remove you from Friends and Family, and then redo the process (add to Friends and Family with the correct address, then manage permissions.) This will trigger the creation of a new account with the correct email address.

- ***What if I have a new email address?***

Your student needs to edit his Friends and Family contact. They need to uncheck Is Third-Party in the current contact, then **ADD A NEW CONTACT USING THE NEW EMAIL.**

Do not Delete Email address. **Once email address is deleted it cannot be reused.**

- ***Can Third Party use the Workday App?:***

Third party always uses the link received in initial access email via any browser. (The *Workday app* is not available for third party users.)

- ***Parents Who Use Workday at Other Organizations:***

Use a private/incognito browser window so that you can log into Workday with your Lynn credentials.

- ***When I try to view my student's information (bill/financial aid/grades/schedule) nothing is there/it says I don't have permission.***

All parent/third-party users see the same list of options in the Academics and Finances for Third-Party apps in Workday. If you try to use these options and the student has not given you access to that particular information, Workday will tell you that you do not have access

- ***How do I view my student's financial statement?***

This is in the Workday **Finances for Third Party** app. You also receive overdue notices at the email address your student entered for you.

- ***How do I pay the bill?***

If the student granted you access, this is in the Workday **Finances for Third Party** app.

- ***Can I use 2 or more bank accounts to pay the bill?***

Yes, Transact/ **Cashnet** allows that.

- ***How do I view student grades?***

If the student granted you access, the Workday **Academics for Third Party** app has *View Grades*.

- ***When can I view the grades?***

Please check the Registrar's calendar for the grade submissions deadline. You should be able to view the grades within 2 business days of the deadline.

**Need help?** Students must open a ticket in our [support site](#) . Please provide student name and third party name when contacting the IT Service Desk.