

Welcome to **Self Service!** New for 2020-21

Available July 27, Self Service will replace parental access to WebAdvising. Students need to grant proxy access to parents through Self Service even if access was previously granted in WebAdvising.

Union College WebAdvising is the online advising system used by students and faculty. The Bursar's Office will be using a new Self Service portal as the official billing platform for the College. Billing and payment information is updated daily, and financial aid, miscellaneous charges and student health insurance waivers are updated weekly. Students and authorized users are able to view, print and make account payments all from one site.

Starting July 27, 2020: All students are asked to set up authorized Users (Proxies) for Self Service. Students should access Self Service through their WebAdvising account by logging in to WebAdvising and clicking on "Student Billing Self Service". Follow the instructions below to set up proxy access.

This process is extremely important as billing is done entirely online. Under FERPA regulations, the Bursar's Office cannot discuss a student account with anyone who has not been granted proxy access. Additional information about Self Service can be found on our website at www.union.edu/bursar.

STUDENTS

Instructions for adding Proxy Access to Self Service

1. Access Self-Service in one of the following ways:
 - a. via the direct URL <https://selfservice.union.edu>
 - b. via a hyperlink (Student Billing Self Service) found in the old WebAdvising system
 - c. via the Okta Dashboard (used to sign into many other applications)
2. Sign in with your usual Union username and password (without the *@union.edu*)
3. Once you have been signed in and presented with the landing page, select **User Options** in the left pane.
4. ***If you have previously granted parental access in WebAdvising, this access is no longer available and new access in Self Service will need to be done on or after July 27.***

PARENTS

- Once you have been granted proxy access, you will receive an email with your User ID. In most cases it will be: last name _ first initial and is **case sensitive**. (Example: John Smith = smith _ j all lower case). Common last names may involve additional characters in the User ID.
- You will receive a separate email with a temporary password. If you feel you didn't receive this email, please check your spam folder.
- Log in to Self Service at selfservice.union.edu
- After logging in with your temporary password, you will be prompted to create a new password.
- Select the student account(s) you wish to view and select continue.
- You can view each term separately to verify billing, payments and adjustments.

IMPORTANT

- The Bursar's and Financial Aid offices are unable to grant Self Service access to parents. This access can be granted only by your student. When a password reset is necessary, students can reset parent passwords.
- If you have more than one child attending Union, you may view only the accounts of student(s) who have granted you access.
- If your Self Service account is locked out, it will automatically unlock in 10 minutes.

For Self Service or WebAdvising questions, call (518) 388-6400 or email helpdesk@union.edu

For student billing access questions, call (518) 388-6106 or email bursar@union.edu.

For financial aid access questions, call (518) 388-6123 or email finaid@union.edu.