

# SAINT MARY'S COLLEGE PRISM "Self-Service" for Parents

## Instructions for Parents

Saint Mary's College offers parents the opportunity to view selected College related information about their daughters through PRISM. Students have complete control of their information in PRISM and also have the option to give their parents their own User ID and PIN to view pre-selected information (so the parents would not need to use the student's User ID and PIN). Complete instructions through FAQs can be found below. Questions about PRISM for Parents can be addressed to [kitchner@saintmarys.edu](mailto:kitchner@saintmarys.edu).

Parents of **new first year students** will be able view their daughter's information after August 1st when the new students are allowed into PRISM (after the student grants permission following the instructions below).

### **Q: How do I access the PRISM for Parents application?**

**A:** You must first obtain your PRISM User ID (a 9 digit number) from your daughter. (If you are an Alumna or SMC employee you will already have a PRISM User ID.) This will be available to her when she authorizes her parents to view selected information. Each parent will have his/her own User ID. If you have been granted access by your daughter, you can view her information by following the instructions below:

#### **NOTE:**

- \* If you are an Alum or SMC Employee you will already have your User ID and PIN, continue to use both.
- \* If you are NOT an Alum or SMC Employee your daughter must provide you with a User ID and your initial PIN (your initial PIN will either be your birthdate, if it is in our database, or the last 6 digits of the User ID).
- \* During your first login, you will be required to change the initial PIN, and setup a security question/answer (see information below). The PIN may be letters or numbers, but must be 6 characters

#### **To Login to PRISM for Parents:**

- Go to the Saint Mary's home page: <http://www.saintmarys.edu>.
- From Quicklink select PRISM login.
- Select "Enter Secure Area".
- Enter your User ID and PIN. Click on LOGIN (**NOTE:** during the initial login you will be required to change your PIN, and set up a security question and answer. You should contact your daughter if you need assistance with navigation or if you experience difficulties with PRISM.)
- >From the Main Menu, select "PRISM for Parents".
- >From the "PRISM for Parents" menu choose "Select Student". SUBMIT.
- Click on student from the drop down box. SUBMIT. You will then return to the menu.
- Select "View Information" (**NOTE:** If you receive the message "No student records available, please contact your daughter", your daughter has not authorized you to see any information.)
- Select the information you wish to view.
- Exit and close browser when you are finished.

If your daughter had previously given you **her** PRISM User ID and PIN, she should now change her PIN and you should begin using your own User ID and PIN from this point forward.

### **Q: Why is the security question important?**

**A:** If you should forget your PIN, successful completion of the security question will be the only way to submit a new PIN to allow you back into PRISM. The security question should be something that only you can answer. For example: Who was my favorite high school teacher? or Where did I get my last parking ticket? The more obscure the question the better. The primary reason for the PIN and security question is to protect the confidentiality of the information that you are able to view. Do not share your PIN or User ID with anyone.

**Q: Can I change my PIN or security question?**

**A:** You may change your PIN or security question at any time through the Personal Information menu that appears when you first login to PRISM.

**Q: What if I forget my PIN ?**

**A:** On the PRISM login page, after typing in your User ID you can select the "Forgot PIN" button. The system will present your security question. After correctly answering the question you will be required to enter a new PIN (twice for verification), and then you will be allowed into PRISM.

**Q: What if I forget my USER ID?**

**A:** Contact your daughter, she will have access to your User ID through her PRISM account.

**Q: I am an Alumna and do not have a User ID or PIN, how do I get one?**

**A:** There are instructions for Alums on the SMC website: <http://www.saintmarys.edu/>. Click on Alumnae and Friends, then The Belle Network (which is the same as PRISM). Follow the instructions given here or contact the Alumnae Relations Office.

**Q: I have two daughters who attend Saint Mary's, do I need different User IDs and PINS for each daughter?**

**A:** No, you only need to obtain the User ID and PIN information from one daughter. The login is the same for viewing information on all daughters.

**Q: I have two (or more) daughters who attend Saint Mary's, but only one name appears as a selection. Why?**

**A:**The daughter that does not show up has not yet granted you access to her information.

**Q: Last semester I was able to view my daughter's grades (or other selected information) and this semester I can't. Why?**

**A:** A student may update/change the information that is available to her parents at any time. You may view your daughter's "Authorization History" from the PRISM for Parent Menu. This will tell you when your daughter turned on/off selected information. Contact your daughter regarding this authorization.

**Q: Why can my spouse see my daughter's grades (or other selected information) but I can't. ?**

**A:** Your daughter may choose the specific information she wants each parent to see. Contact your daughter.

**Q: Why am I able to access PRISM from home, but I get an error message when I try to access it from my place of employment?**

**A:** Many businesses have a firewall that will not allow access to some outside internet sites. You may have to contact the network administrator at your workplace to see if an adjustment can be made to the firewall software to allow you to access the Saint Mary's site.

**Q: Who do I contact if I experience difficulty with the PRISM for Parents application?**

**A:** Should you need assistance navigating through PRISM, or experience any other difficulties you should contact your daughter, since she uses the same web pages that you will be using. Your daughter should be the first and best resource for help. If you experience technical difficulty or are unable to resolve the issue send an e-mail to:

[helpdesk@saintmarys.edu](mailto:helpdesk@saintmarys.edu) or [kitchner@saintmarys.edu](mailto:kitchner@saintmarys.edu).

**ERROR MESSAGES:**

**“Authorization Failure—Invalid User ID or PIN”**

You entered your User ID or PIN incorrectly. Verify your User ID with your daughter (a 9 digit number beginning with 98XXXXXX). If you've forgotten your PIN, enter the correct User ID and click on "Forgot PIN" to take you to your Security Question. Answer the question exactly as submitted and you will be able to select another PIN.

**“Your web access has been disabled. Please contact the Computing and Information Services Office for information about your account.”**

Your account has been disabled because you have tried too many times to enter an incorrect User ID or PIN. You must contact the Saint Mary's Helpdesk at 574-284-4715 (during normal business hours) or via email at [helpdesk@saintmarys.edu](mailto:helpdesk@saintmarys.edu).

5/11/07

regoffweb:PRISMparents.html