SAINT MARY'S COLLEGE
PRISM for Parents
Frequently Asked Questions and Instructions (Parents)

Q. How do I access PRISM for Parents?
A. You must first obtain your PRISM User ID (a 9 digit number) from your daughter. This information will be made available to her when she authorizes you to have access to selected information. Each parent will have his/her own User ID. Initially, your PIN will either be the last 6 digits of the User ID or your birth date in the format MMDDYY (only if that data is in our database). If you are an Alumna or SMC employee you will already have a PRISM User ID and PIN. Continue to use that.

When you receive your User ID and PIN from your daughter, you may view her information by following the instructions below:
- Go to www.saintmarys.edu/prism
- Click on Enter Secure Area
- Login using the User ID and PIN that you provided. During the initial login, your parent will be required to change their PIN and set up security questions to be used if they forget their PINs. Your parents should contact the Registrar's Office at Saint Mary's (574) 284-4560 or registrar@saintmarys.edu if they experience difficulties with PRISM for Parents.
- From the Main Menu select "Prism for Parents".
- Choose "Select Student". Click on the student from the drop down box. Click "Submit".
- Select "View Information". (NOTE: If your parent receives the message "No student records available, please contact your daughter." you have not authorized your parent to see any information).
- Click on the information to be viewed.
- Exit and close browse when finished.

If your daughter has previously given you her User ID and PIN, she should now change her PIN. 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, the correct answer to the security question will be the only way reset your PIN to allow you back into PRISM. The security question should be something that only you can answer. The primary reason for the PIN and security questions is to protect the confidentiality of the information that you are going to view. Do NOT share your User ID or PIN with anyone.

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. I am an Alumna and do not have a User ID or PIN. How do I get one?
R. You should contact the Registrar's Office at Saint Mary's (574) 284-4560 or registrar@saintmarys.edu for assistance.

Q. I have two daughters (or more) at 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. Each daughter will have to set up the parent authorization separately.

Q. I have two daughters who attend Saint Mary's, but only one name appears as a selection. Why?
A. The daughter that does not appear 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 Parent menu. This will tell you when your daughter turned on/off selected information. Contact your daughter regarding this authorization.

Q. My husband can see my daughter's grades (or other selected information) but I can't. Why?
A. You daughter may choose the 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 workplace?
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 the workplace to see if an adjustment can be made to the firewall software to allow access to the Saint Mary's site.

Q. Who do I contact if I experience difficulty with PRISM for Parents?
A. You should contact the Registrar's Office at Saint Mary's (574) 284-4560 or registrar@saintmarys.edu for assistance.