

SAINT MARY'S COLLEGE

PRISM for Parents

Frequently Asked Questions (Parents)

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

- A. Your daughter chooses the information she wants each parent to see. Contact your daughter. She may have forgotten to set you up in PRISM for Parents.

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.