How to use CIT Self-Service Third Party Access

Introduction

Third Party Access allows a student to authorise another person to have access to various information on their CIT Self-Service account. For example, a student may authorise a parent or employer to access their results, emergency contact information, contact information or even access to their outstanding invoices for payment.
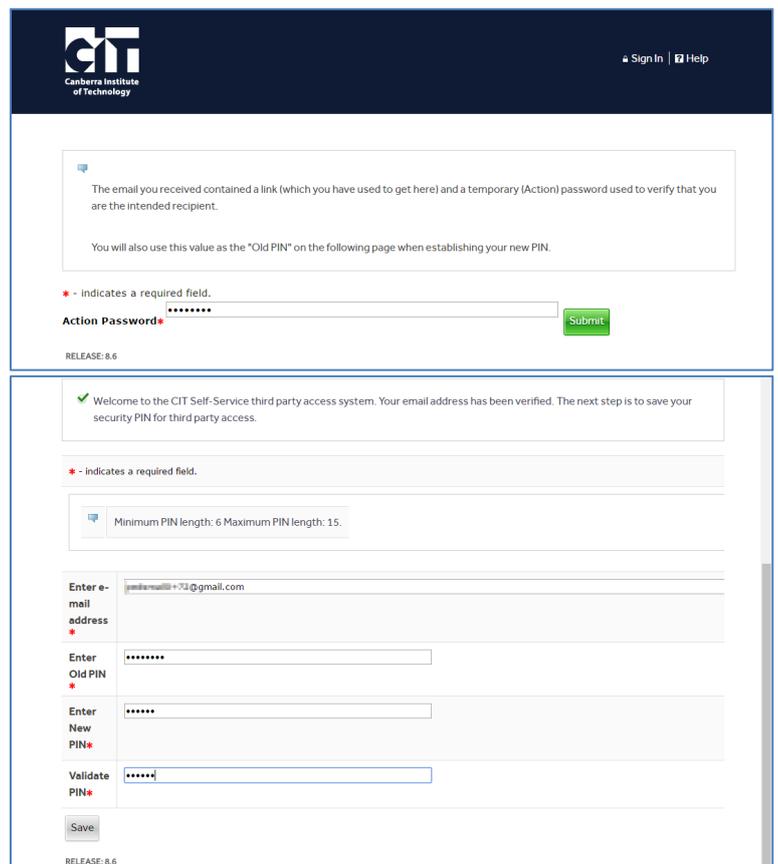
New Third Party Identity – Verifying Your Email Address

When a student establishes a Third Party, an email is sent to the Third Party informing them that they are now a Third Party for that student. The email also contains:

- A single use link/URL that is used to verify your email address.

- A temporary "Action" password that is also used for email verification.

To Verify Your Email Address And Set Your PIN:

1. Open the single use link/URL from the email.

2. Enter the temporary "Action" password also found in the email.

3. Click Submit.

4. On the following screen, enter the email address that the "New Third Party Identity" email was sent to.

5. Enter the temporary "Action" password as the old PIN.

6. Enter your new PIN twice.
   NOTE: Your new PIN must be numeric and between 6-15 digits in length.

7. Click Save and you will be taken to the Third Party Access Home screen.

8. If there is any missing profile information, you should enter it now and click Save.

> *Your email address has now been verified and your PIN has been set.*

Third Party Access Home

You will see a tab for each CIT Self-Service user who has authorized pages for you to access.

- Select a named tab to enter PROXY MODE.
- You will then see a list of links for pages authorized by that user.

While in PROXY MODE any links and tabs above will be disabled. Select the Profile tab (or close your browser) to exit proxy mode.

When you activate a link, the focus will change to another browser window dedicated to third party display. The window title and page content (including links) are only valid for the selected user.

✔ Your new PIN has been successfully saved.

Profile	

💬 Please keep your CIT Self-Service third party information up-to-date.

☐ Click here to change your PIN

* - indicates a required field.

First Name ✱	Bruce
Last Name ✱	Banner
Personal e-mail E Mail Address ✱	@gmail.com

Save

New Third Party Relationship and Access Authorisations

As a student sets up a Third Party, a 'Relationship' is also selected. The relationship type (Parent or Employer) will determine which pages a third party can authorise for you to view.

When a student selects a 'Relationship', an email will be sent to the Third Party advising them of this action. The "New Third Party Relationship" email also contains a link that you can use to login to the Third Party Access System.

A student will then authorise pages for you to view. The student may send an email to you advising what pages have been authorised for the Third Party to view. If you do not receive this email, you can always click on the student's name to see what has been authorised.

Passphrase

When a student sets up a Third Party, they have the option of adding a "Passphrase" which is then emailed to the Third Party. A passphrase is a unique code word or phrase that a student assigns to each third party they set up. Third Party's can use their passphrases when they call Infoline in order to access information the student has authorized them to see.

Viewing Student Information

The Third Party will see a tab for each student they have been set up as a third party for. Each Tab will have that student's name.

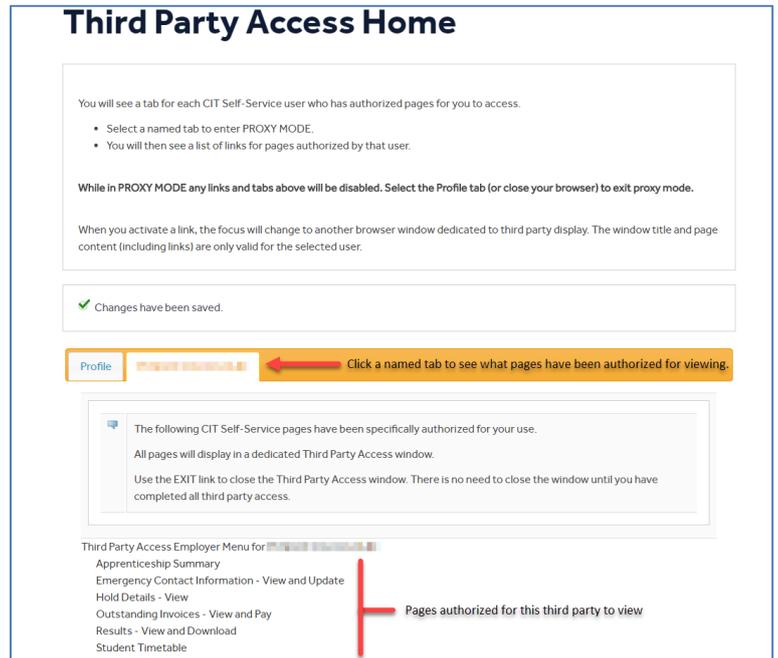1. Click on a named tab to see what has been authorised for you to view.

   A menu will be displayed with a list of links to pages that have been authorised for the third party.

2. Click on a link in the menu to see the information.

   A new page will open in your browser displaying the information for that student.

3. To return to the Third Party Access Home page, close the browser window that was opened in step 2.

   The Third Party Access Home page is disabled while a second Third Party page is open.

Frequently Asked Questions

How do parents/legal guardians or employers gain access to Third Party Access?

Users gain access by being granted permission by the student. Once the necessary steps are completed by the student, a designated third party will receive an email indicating the account has been created. The email will provide a temporary link and temporary (Action) password to complete the authentication process.

Third Party access login links can be found on cit.edu.au and within the Ellucian Go mobile app.

What is a PIN?

PIN is an acronym for Personal Identification Number and is a "password" that must be made up of at least six numbers and is used to log in to Third Party Access.

What should be done if a third party forgets the PIN?

Go to the Third Party Login page. Enter the email address used to establish your account and click on the Forgot PIN button. An email will be sent to your email address with a unique link and temporary password. Use this temporary password as the "Old PIN" in the PIN reset process.

Why would only one child's name appear as a selection for a third party with more than one child attending CIT?

For each student that has identified a person as a third party, there will be a tab with that student's name. When you select a name, you will see the listing of the items that student has authorized you to see. The student has complete control over what information can be viewed by each user. If the student's name does not appear, he/she has not granted access to the account information. The parent should contact the student with questions regarding access.

When a third party is given access to multiple students, can the access granted be different for each student?

Yes. Each student who grants third party access to an email address has complete control over the access for their account, including the Start and Stop dates and permission levels.

Can CIT staff provide the PIN to a third party who has forgotten it?

No. CIT staff cannot send the PIN. The student who authorized the third party can log into CIT Self-Service, access the Third Party Access menu, and can click the Reset PIN link. This will resend a link to their third party allowing them to reset their PIN. Or, the third party can request a new PIN by selecting "Forgot PIN" from the third party login page.

A third party used to be able to see the information, but now cannot. What happened?

The student is in control of the information that a third party can view. If the third party can no longer see information, the third party should contact the student.

Can CIT staff make updates to what a third party can view for a student?

No. CIT staff cannot change the permission settings for third parties. Only the student granting the third party access can change the permissions that are granted.

A third party received an email saying the third party had initiated an email change, when the third party had not initiated the change. What happened?

When a person changes his/her email address, the system will send two email messages. The first email is sent to the old address to inform the third party that a request for a change from this address has occurred. If it was done in error, there is a unique link to click to cancel the change. The second email is sent to the new email address indicating that a change to this address was initiated and a unique link to click confirming the change. If a third party did not initiate the change, he/she should click the link to cancel the request.

A third party is changing his/her email address. What steps should the third party take?

On the Third Party Access profile page, update the email address and click save. The system will then send two email messages. The first email is sent to the old address to indicate that a request for a change from this address has occurred. The second email is sent to the new email address indicating that a change to this address was initiated. The second email contains a unique link which the third party should click to confirm the change is correct.

Why doesn't the Sign Out link on the Third Party Access home page work?

The reason for this is because you are in Proxy mode. You need to click on the Profile Tab to use the Sign Out link, or close the browser to exit.