

# CASHIER'S OFFICE & STUDENT ACCOUNTS

## How to Setup Parent/Guardian Access

Students should follow these steps to enable parents to view, print, and pay bills online.

1. The student must log in to the MyPack portal at <http://mypack.ncsu.edu> with their username and password. Choose the red "Faculty/Staff/Students" icon.

The screenshot shows the MyPack Portal interface. At the top, there is a navigation bar with links for FIND PEOPLE, LIBRARIES, NEWS, CALENDAR, MYPACK PORTAL, GIVING, and CAMPUS MAP. The main header features the 'MYPACK PORTAL' logo and a search bar. On the left, a sidebar contains links for SCHEDULE OF COURSES, CURRICULA INFORMATION, GRADUATION INFORMATION, and ACADEMIC CALENDARS. The central content area is titled 'Campus Affiliation' and instructs users to select an icon for their affiliation. Two icons are shown: a red 'S' for 'Faculty / Staff / Students' and a black 'S' for 'Parents / Guests'. Below the icons is a text input field for 'Or enter your campus affiliation:' with a 'Continue' button and a 'Help' link. A 'Get Help!' sidebar on the right provides contact information for the NC State Help Desk, including phone, email, and web addresses. The footer contains a navigation bar with links for SITE MAP, EMERGENCY INFORMATION, PRIVACY, COPYRIGHT, ACCESSIBILITY, UNIVERSITY POLICIES, ABOUT THE SITE, JOBS, and CONTACT US.

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2. Enter your username and password and proceed to log in to the MyPack Portal.

## Shibboleth - Secure Login

Unity ID:

Password:

Forgot your [Unity ID or Password?](#)  
[Verify this page](#) is hosted by NC State University

**What is Shibboleth?**

The Shibboleth System is a standards based, open source software package for web single sign-on across or within organizational boundaries. More information can be found at <http://oit.ncsu.edu/iam/shibboleth/>.

**Do Not Bookmark This Page**

Shibboleth works by authenticating your Unity ID and password, and then redirecting you back to the service you came from. If you bookmark this page, Shibboleth won't know which service to send you back to, and will display an error.

**How do I know this isn't a scam to steal my password?**

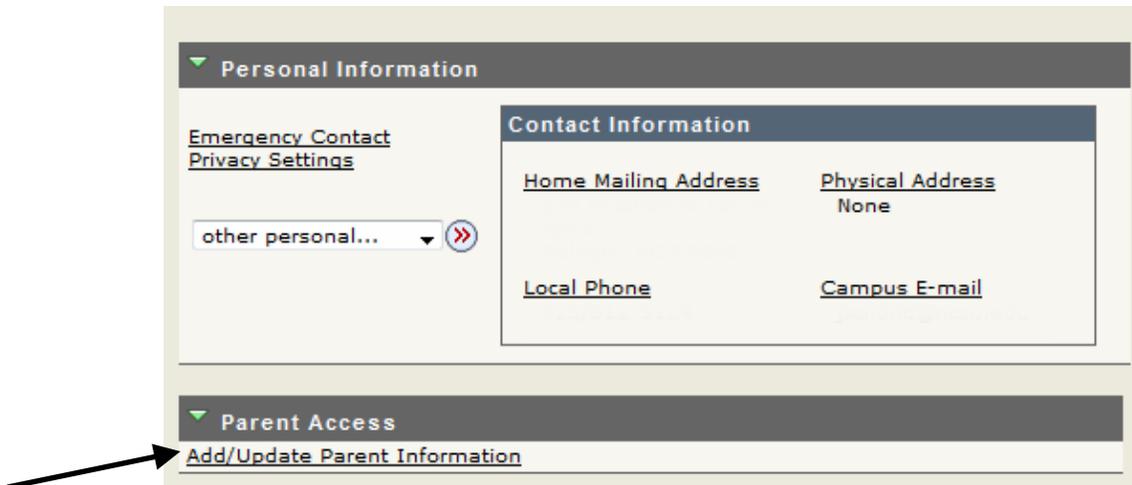
The URL of this page, which should be visible near the top of your browser, should be our webserver address: <https://shib.ncsu.edu/idp/Authn/UserPassword>.

If this page has been presented within the frame of another page, please [click this link](#) to break out of the frame so you can verify the URL in your browser.

3. After logging into the MyPack Portal, you should reach the Student Center. If you aren't automatically taken to the Student Center, you can reach it by clicking "Main Menu", "Student Self Service", and then "Student Center".

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4. At the bottom of the Student Center, click "Add/Update Parent Information".



5. On the "My Relationships Information" page, click the "Add Relationship" button.



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6. On the “Relationships Update” page, enter as much information as you can about the person you are adding to your account.

### Relationships Update

**Name**

\*Relationship

Name Prefix

\*First Name

Middle Name

\*Last Name

Name Suffix

**Address**

Country

Address Line 1

Address Line 2

Address Line 3

City  State  Postal

**Phone/Email Address ?**

Work Phone

Home Phone

Email

Confirm Email

**Receive information from Parents and Families Services? ?**

All Parent Communications

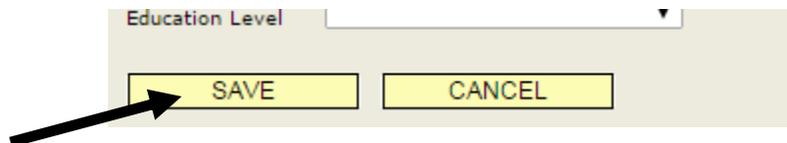
**Education / Employment**

Employer

Occupation

Education Level

7. After completing this page, make sure to click the “Save” button.



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8. You will be taken back to the "My Relationships Information" page. On this page, click the "Grant Parent Access" that corresponds with the person you just added to your account.

## My Relationships Information

Before granting parent access and creating a parent portal account, please confirm the email address listed is correct. Instructions for completing the Parent Portal Account will be sent to this email address and this email address will be the User ID for the parental account.

You may change the email address by clicking on the "Edit Relationship" button, prior to granting access. Once the account creation process has been initiated it must be completed and confirmed by the parent before the email address can be changed.

### Students with parents that are active NC State employees:

If your parent or guardian is an active NC State University employee, you may add Parental Access to their existing MyPack Portal account. You will need their Unity ID for this process. Please see additional instructions under "Account UserID" once the account process is started.

Active Relationships (1) ?			
Relationship	Name	Email	
Mother	Mrs. Wuf	MrsWuf@ncsu.edu	<a href="#">Edit Relationship</a> <a href="#">Grant Parent Access</a>

[Add Relationship](#)

[Save Changes](#)



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9. Read the "Informed Consent" page, including the "Read More" link if you have any questions concerning FERPA. Select the "I grant permission" check box. Select the "Continue" button.

Personal Information				Privacy	
addresses	phone numbers	email addresses	emergency contacts	ethnicity / race	parent access

**Informed Consent - Important Information for Students**  
FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT

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The federal law called the Family Educational Rights and Privacy Act, also known as FERPA or the Buckley Amendment, maintains that a student's educational and financial records are private and confidential. The information contained in these records may only be released with consent from the student.

\*By virtue of creating the following "Parent/Guardian" account, you have granted the university permission to share specified records with a third party, such as a family member.

\*You have the right to revoke this access at any time.

\*Students still have the primary responsibility to share important information with third parties who have a need or desire to know. This is important for several reasons.

[Read More About Informed Consent](#)

I grant North Carolina State University permission to share the educational records I selected during this registration process with the third parties (parents, guardians etc.) that I identified as part of this registration process. I am granting the University permission to share these education records through MyPack Portal so that the third party I identified may efficiently review the education record that I authorized the University to release.

**I grant NCSU permission to release the identified education records.**

**Continue**

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10. Follow the instructions on the page and click the "Submit" button once complete.

Personal Information

Privacy

addresses

phone numbers

email addresses

emergency contacts

ethnicity / race

parent access

### Add Parent/Guardian Access

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First Name:

Middle Name:

Last Name:

Relationship:

**Access Granted**

Student Account / Billing / Payment

Tax Information

Academic Information (Schedule / Grades)

Directory Information (Address / Phone)

Financial Aid

[Explain These Options](#)

**Create Account**

The email address you enter will be used to create a new account for this Parent/Guardian and will be their user name when logging into the MyPack Portal. This will also be the email address to which instructions for login access will be sent. If the Parent/Guardian is a current employee or student at NC State, please enter the person's Unity ID to add the Parent/Guardian access to the existing Unity ID.

Email Address:  (all lowercase)

Re-Enter Email:

OR

Unity ID:

**Phone Inquiry Access**

PIN:  [What's This?](#)

Hint Question:

Submit

- a. Enter the guardian name of the person you would like to grant access to view your records.
- b. Indicate which records should be released. Select from "Student Account" (billing, payment), "Academic Info" (grades, schedule) and "Directory Info."

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- Student Accounts / Billing / Payment - Grants access to view and print current and past bills, view current charges and the ability to pay online.
  - Tax Information - Grants access to view and print 1098T information. You must grant Student Account access in order to allow access to tax information.
  - Academic Information - Grants access to view Class Schedules, Grades, Transcript and Transfer Credit information.
- c. Enter the parent/guardian's email address. Re-enter parent/guardian email address.
  - d. Create a PIN for phone inquiry access and hint for this code (the guardian will be required to provide this code if they call to find out student information). For example, if you grant access to your father, you might set his access code to your mother's birthday. In this case you might provide the following hint: Mom's Birthday MMDDYY.
  - e. Grant your consent by clicking on the Submit button.

NOTE: An e-mail confirmation will be sent to the guardian e-mail account.

**For complete information on the University policy concerning student privacy, please go to:**  
[http://www.ncsu.edu/legal/legal\\_topics/student\\_privacy.php](http://www.ncsu.edu/legal/legal_topics/student_privacy.php).