



## MyBU Student for Guest Users

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This guide provides information and instructions for family members and other third parties who have been granted guest access by a student. It includes a step-by-step walkthrough of how to access a guest account for the first time, as well as other helpful navigation and support information.

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## Introduction

**This guide is intended for Guest Users. If you are a student and want more information about how to use the Manage Guests page in MyBU Student check out this knowledge article: <https://student.bu.edu/MyBU/s/article/Manage-Guests>**

BU students can grant guest access to family members or other third parties to view certain aspects of their student information in MyBU Student.

Once a student has added a Guest User, the guest must then set up their own unique user account in MyBU Student. Depending on the permissions granted by the student, Guest Users can view certain academic and financial details of the student, as well as take certain actions, such as paying bills or downloading a copy of the student's unofficial transcript.

The ability to manage guest users in MyBU Student is in accordance with Boston University's obligations under the federal Family Educational Rights and Privacy Act (FERPA).

The University policy on the release of student information can be found here:  
<https://www.bu.edu/reg/academics/ferpa/release/>

It is important to keep in mind that **the student has full control over the access granted to their Guest Users**. Students may revoke some or all of the Guest User's permissions at any time.

### Permissions Available

Students may grant any or all of the following permissions to guests in MyBU Student.

- **CONSENT TO DISCLOSURE:**
  - Allows the University to communicate with parents/guardians/others in certain limited circumstances, including the following:
    - The student voluntarily withdraws or takes a leave of absence
    - The student is suspended or dismissed from the University
    - The student is required to leave University housing
    - The permitted person has questions or concerns about the student's financial aid or student account
    - The student is placed on academic probation (a school or college official may notify parents)
  - For example, if a parent wishes to discuss a student's bill via phone or email with Student Accounting Services, the student must first grant that parent Consent to Disclosure.
  - Consent to Disclosure alone does not allow a Guest User to access any pages in MyBU Student.
  - Official FERPA definitions may be found on the Office of the University Registrar's website, here: <https://www.bu.edu/reg/academics/ferpa/definitions/>
- **VIEW ACCOUNT ACTIVITY**
  - Allows Guest User to view all charges and payments/credits made on the student account
- **VIEW FINANCIAL AID**
  - Allows Guest User to view student Financial Aid award information
- **VIEW UNOFFICIAL TRANSCRIPT**
  - Allows Guest User to view the following academic information:
    - Cumulative statistics: GPA, academic units (credits)
    - Program/Plan
    - Milestones (where applicable): non-course related requirements (e.g., thesis)
    - Enrollment by term: Courses, units, grades
    - Degrees
    - Transfer and Test Credit
- **VIEW/PAY WHAT I OWE**
  - Allows Guest User to view the current student account balance due, including a list of outstanding charges
  - Allows user to click through to Nelnet (service used for payment and refunds)
- **[Coming soon!] VIEW 1098-T**
  - *Granting access to 1098-T may not be available until after June 2024.*
  - More information about IRS Form 1098-T can be found here: <https://www.bu.edu/studentaccountingservices/resources/irs-form-1098t/>

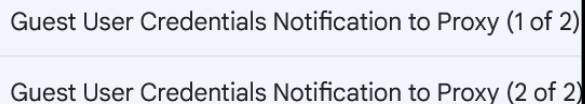
Available permissions may be subject to change in accordance with policy and/or system updates.

## Accessing Guest User Account

Setting up a Guest User account can be more complicated than setting up a typical user account for most websites. It is recommended to pay close attention to these steps in order to ensure successful login.

1. The first and most important step to access a Guest User account is for the student to add the guest (name and email address) and select their desired permissions using the Manage Guests page in MyBU Student. **It is not possible for a Guest User to create an account unless the student initiates it.**

2. Once the student has initiated guest access, the Guest User will receive two (2) emails:
  - a. Email 1 of 2: contains User ID
  - b. Email 2 of 2: contains secure link for user to view and copy their passwordEmails will come from a do-not-reply “@bu.edu” email address, with subject lines that look something like the below screenshots:

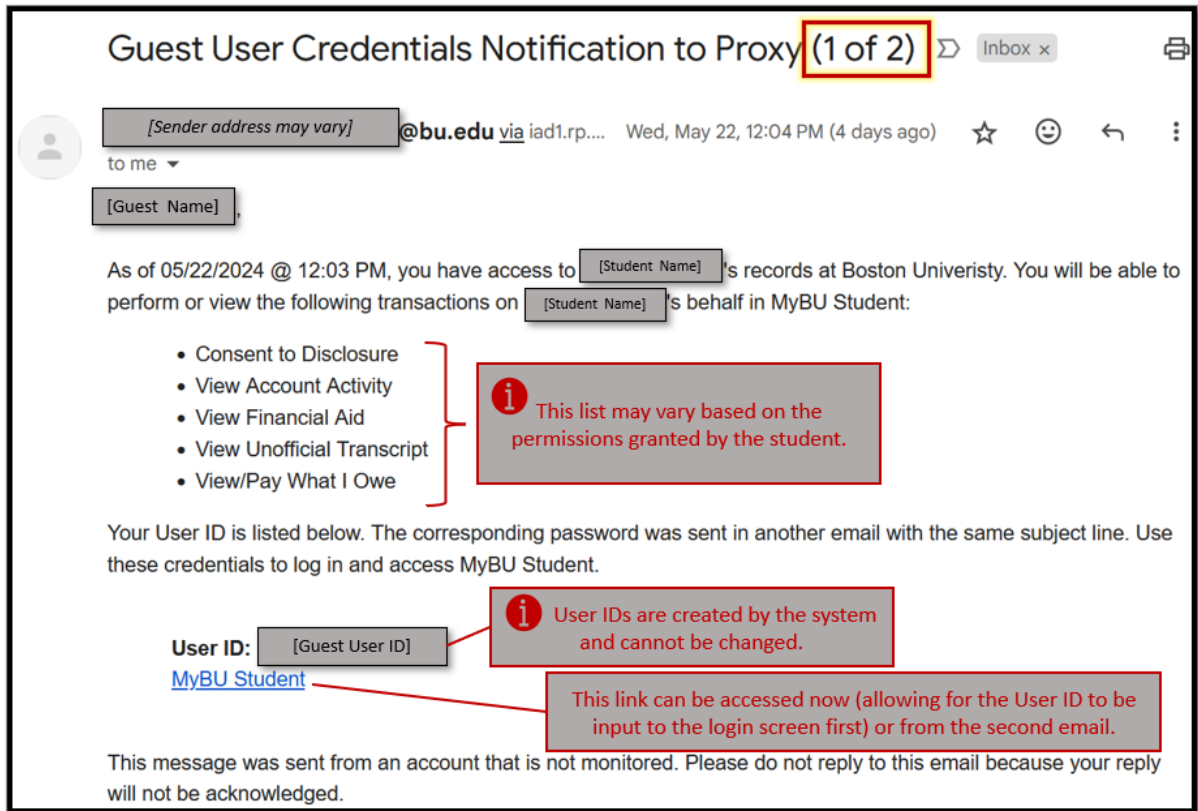


Guest User Credentials Notification to Proxy (1 of 2)  
Guest User Credentials Notification to Proxy (2 of 2)

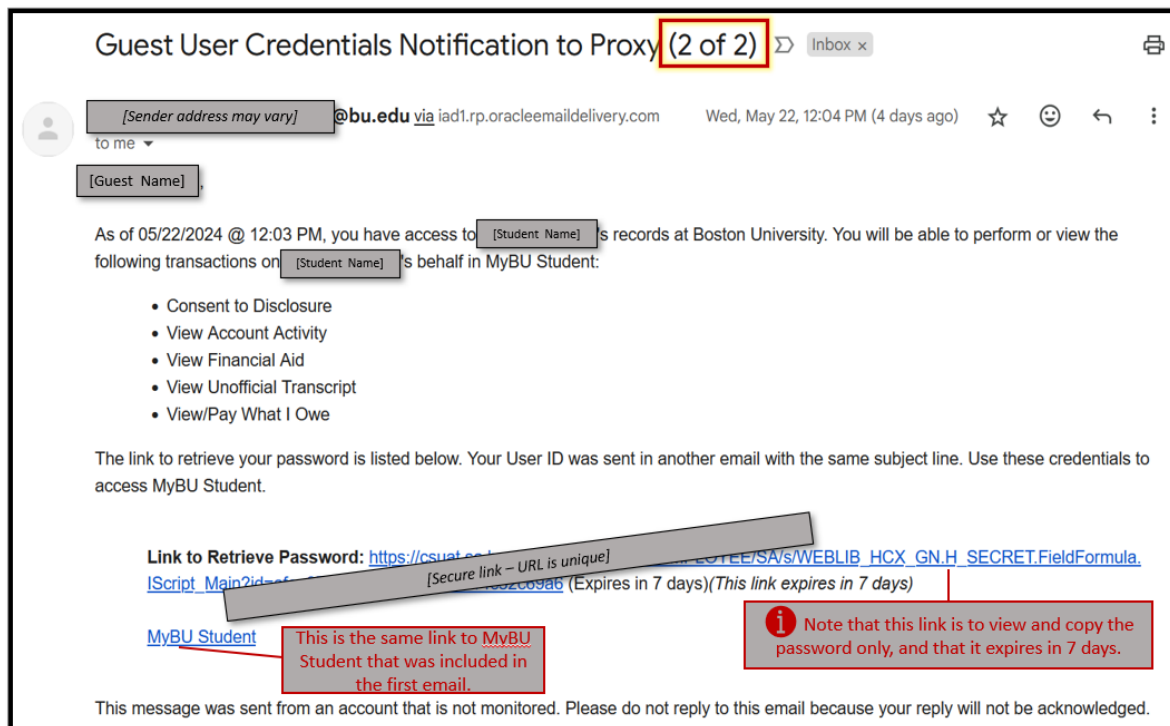
**i** If one or more of the emails don't arrive, be sure to check junk/spam folders, and double check with the student that they entered the correct email address.

3. Open the first email to access the User ID. This email also contains a link to log in to MyBU Student which can be opened from this email, or from the second email.

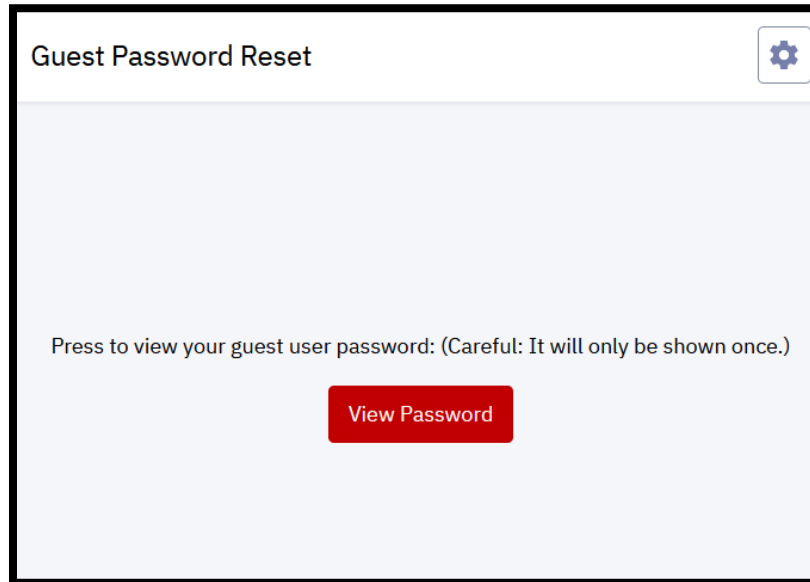
## MyBU Student for Guest Users



4. Open the second email to retrieve the account password.

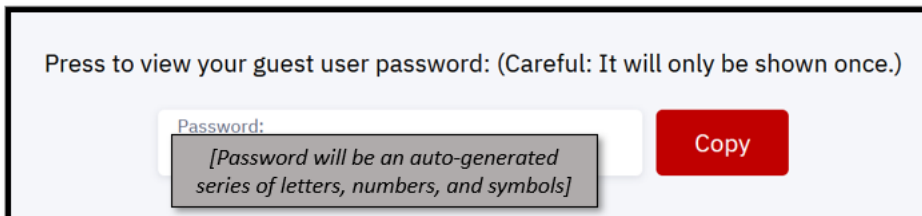


- a. In the body of the second email, click the “Link to Retrieve Password”. This should open in a new browser window/tab labeled “Guest Password Reset”.
  - i. *Note: The screen will have the “Password Reset” header even if the password is being accessed for the first time.*

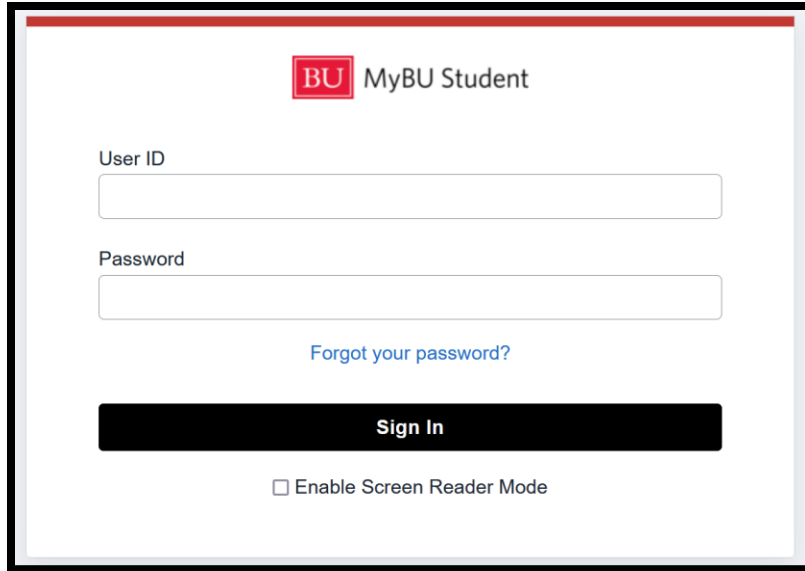


- b. Click “View Password.”

**i** As noted on the page, the password can only be displayed once. If the browser window is closed or times out, the password cannot be viewed again. Therefore it is recommended to copy and/or write down the password immediately.



- c. Click “Copy” to copy the password to your device’s clipboard.
  - i. It is recommended to keep this page open until you have successfully logged in – in case there is a need to copy the password again.
5. If you haven’t already, open the link for MyBU Student in either email to access the login page. It should open in a new browser tab.



*Note: The “Forgot your password” functionality shown is coming soon.*

- a. If you haven’t already done so, enter the User ID from the first email into the User ID field.
- b. Paste the password you copied from the password page into the password field.

**i** It might be helpful to use a browser keychain or other password tools to save the password on your browser/device. Currently, it is not possible change your password.

6. Click “Sign In”.

## Navigating MyBU Student as a Guest User

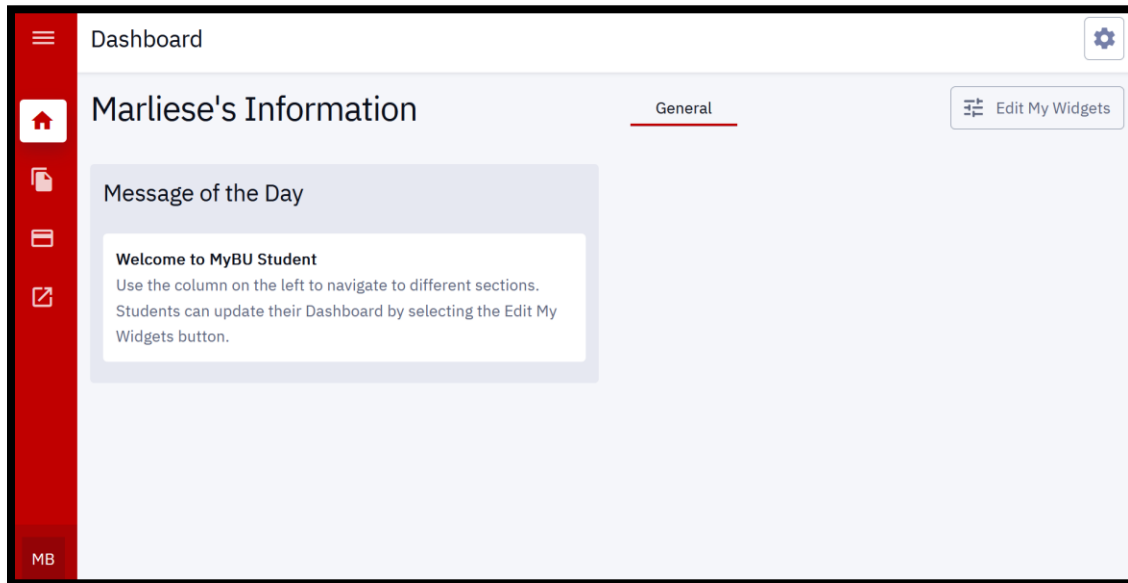
The pages available to Guest Users in MyBU Student are very similar in both information and appearance to those same pages on the student’s experience.

**i** The pages available to Guest Users may vary based on student-granted permissions.

Layout and information are subject to change in accordance with policy and/or system updates.

## 1. Dashboard

Upon login, all users will be brought to the MyBU Student **Dashboard** displaying the student's name, as in the example below:

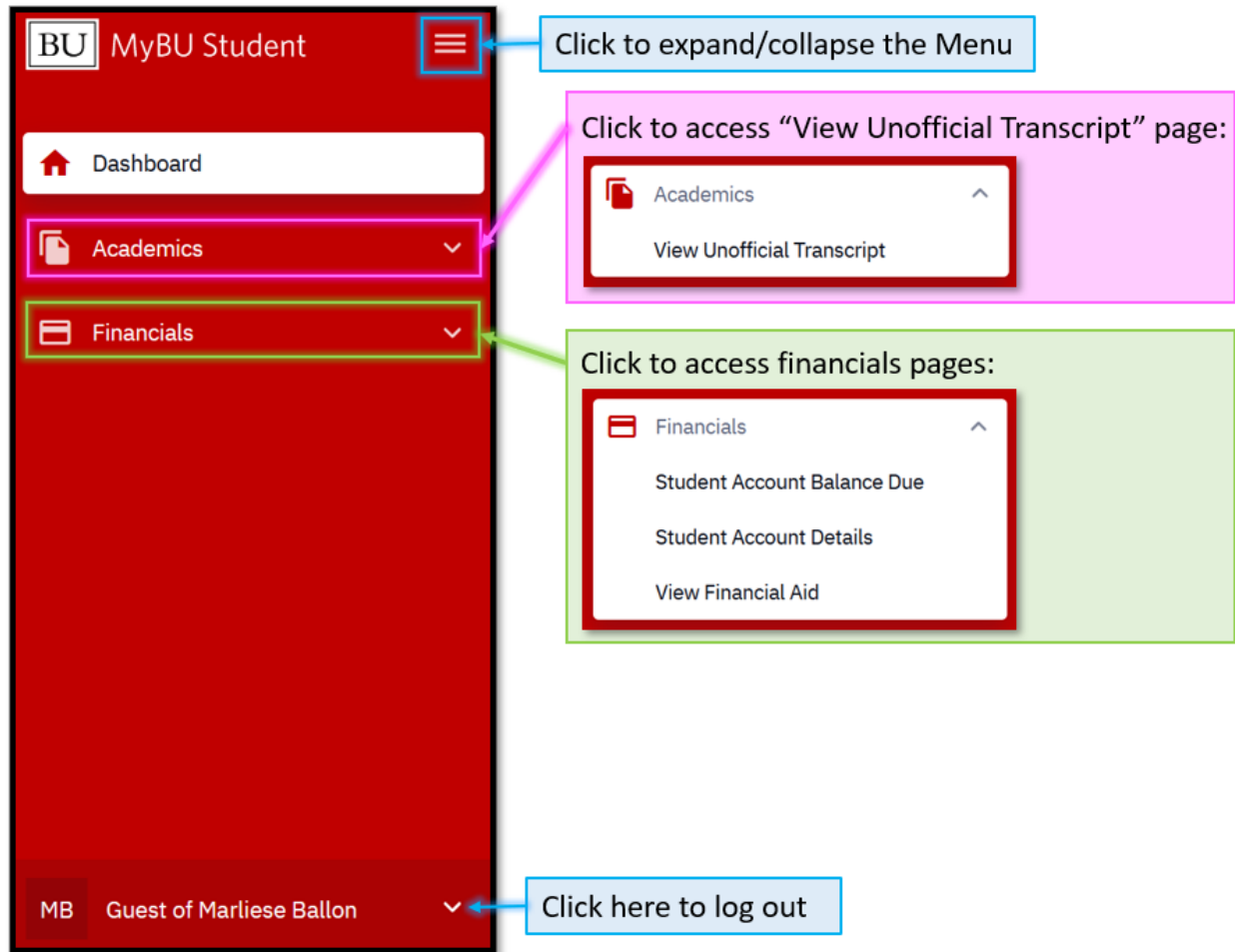


## 2. Menu

Click the menu icon on the top-left of the Dashboard page to expand/collapse the **Menu**.

***Note: Guests will only see the Academics and Financials pages they have been access to by the student.***



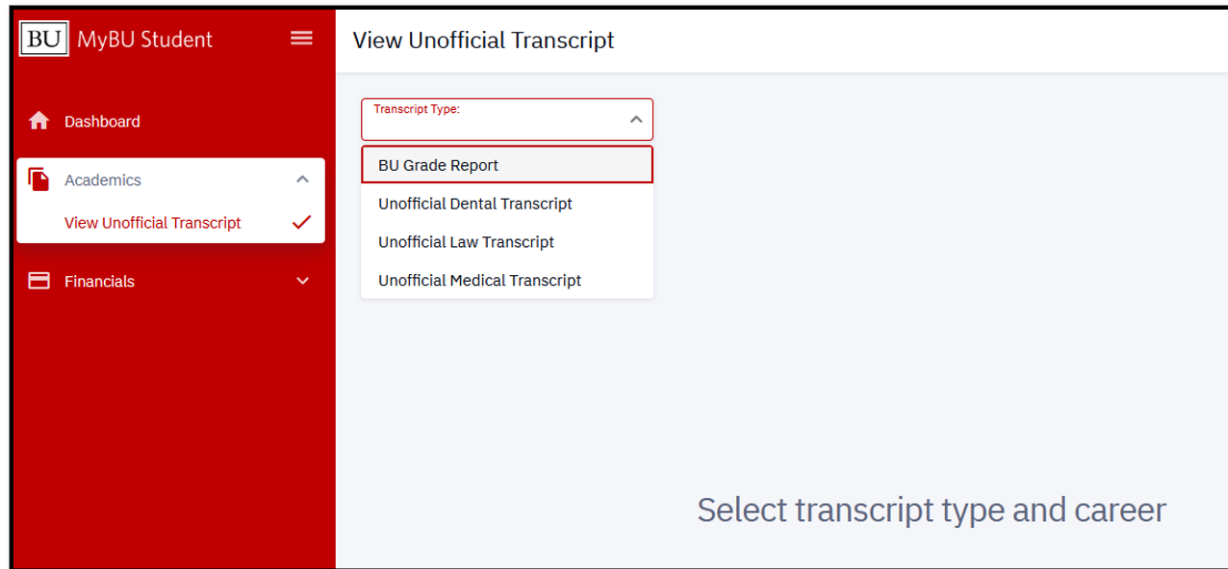


### 3. View Unofficial Transcript

Only Guest Users who have been granted permission to View Unofficial Transcript will be able to access this page.

1. Select transcript type:

- **BU Grade Report** – for all undergraduate and most graduate/post-grad students
- **Unofficial Dental Transcript** – for dental students only
- **Unofficial Law Transcript** – for law students only
- **Unofficial Medical Transcript** – for medical students only



2. Transcript/Grade Report sections (may vary):

**a. Academic statistics**

- i. Enrollment Totals – GPA and units attempted and earned from BU coursework in the applicable program
- ii. Transfer Totals – credit from coursework or tests taken externally (note that per BU policy, transfer and test credit are not calculated into GPA)
- iii. Combined Totals

**b. Programs**

- i. Record of Academic Program(s) (i.e., degree program), and Plan(s) (i.e., major)

**c. Milestones**

- i. If applicable for the given academic program, Milestones may be used to document non-course related requirements (e.g., thesis)

**d. Enrollment**

- i. Coursework and grades by term

**e. Degrees**

- i. Record of any degrees/certificates conferred

**f. Transfer Credit**

- i. Record of BU credit awarded for qualified classes completed successfully at non-BU institutions

**g. Test Credit**

- i. Record of BU credit earned by successfully meeting requirements on approved tests/exams such as Advanced Placement (AP) and International Baccalaureate (IB)

### 3. View/Pay Student Account Balance Due

Only Guest Users who have been granted permission to View/Pay Student Account Balance Due can access this page.

This page allows Guest Users to see the current amount owed, including a list of outstanding charges, as in the example below. It also allows Guest Users to click through to Nelnet, to make payments, set up payment plans, manage refund information, and more. Nelnet access is linked directly to the MyBU Student account, so the amount due, student ID, etc. will all be auto-populated when opening Nelnet.

**Example:**

The screenshot shows the 'Student Account Balance Due' page. A red sidebar on the left contains navigation icons. The main content area displays 'I Owe: \$5,271.00' and a 'Display:' dropdown menu set to 'Charges'. Below this is a table for 'Spring 2024' charges:

| Spring 2024            |            |
|------------------------|------------|
| Outstanding Charges:   | \$5,271.00 |
| Pending Financial Aid: | \$0.00     |
| Anticipated Credits:   | \$0.00     |
| Total Due:             | \$5,271.00 |

Annotations with arrows point to various features:

- 'What I Owe' and 'Invoices' tabs: Toggle display to view Invoice format
- 'Email Outstanding Charges' button: Opens an email using the browser's email default, with the charges populated in the body of the email
- 'Nelnet Payment And Refunds' button: Opens Nelnet (in a new browser tab)
- 'View Details' button: Click to view a breakdown of each charge by description, due date, and amount.
- 'Display:' dropdown: Can toggle to display charges by term (default) or by date

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For more information about payment options, including payment plans, visit the Student Accounting Services website: <https://www.bu.edu/studentaccountingservices/your-bill/payment-options/>

### 4. Student Account Details

Only Guest Users who have been granted permission to view Student Account Details can access this page.

Unlike the Account Balance Due page, Student Account Details displays provides a list of all account activity, including all charges and payments/credits. This is a view-only page; it does **not** link to Nelnet or otherwise allow Guest Users to make payments or update payment information.

**Example:**

**Student Account Details**

Term Start Date End Date

Activity

Can narrow down activity by term and/or date

Options to download (csv file) or print

| DESCRIPTION                    | ACTIVITY TYPE | DATE       | TERM      | AMOUNT      |
|--------------------------------|---------------|------------|-----------|-------------|
| GRADUATE PROGRAM FEE - LA...   | CHARGE        | 08/06/2021 | Fall 2021 | \$40.00     |
| STUDENT SERVICES FEE-PartTi... | CHARGE        | 08/06/2021 | Fall 2021 | \$60.00     |
| TECHNOLOGY FEE                 | CHARGE        | 08/06/2021 | Fall 2021 | \$75.00     |
| TUITION- GRADUATE              | CHARGE        | 08/06/2021 | Fall 2021 | \$4,948.00  |
| TUITION- GRADUATE              | CHARGE        | 08/06/2021 | Fall 2021 | \$4,948.00  |
| > STUDENT SCHOLARSHIP          | PAYMENT       | 08/23/2021 | Fall 2021 | -\$5,000.00 |
| > EPAY-CREDIT CARD PAYMENT     | PAYMENT       | 09/12/2021 | Fall 2021 | -\$5,071.00 |

Click to expand payment breakdown

## 5. View Financial Aid

Only Guest Users who have been granted permission to View Financial Aid can access this page.

This page allows Guest Users to view the details of the student's Financial Aid award.

**Example:**

View Financial Aid

Financial Aid Year: 2024-2025

Federal Aid Year 2024 - 2025

|               | Offered: \$4,525.00 | Accepted: \$4,525.00 | Disbursed: \$0.00     |
|---------------|---------------------|----------------------|-----------------------|
| > Spring 2025 |                     |                      |                       |
| > Fall 2024   | Offered: \$4,525.00 | Accepted: \$4,525.00 | Disbursed: \$4,525.00 |
| <b>Totals</b> | Offered: \$9,050.00 | Accepted: \$9,050.00 | Disbursed: \$4,525.00 |

Click on a specific term to expand award details:

▼ Fall 2024

| DESCRIPTION                  | TYPE        | OFFERED    | ACCEPTED   | DISBURSED  | EXPECTED DISBURSEMENT DATE |
|------------------------------|-------------|------------|------------|------------|----------------------------|
| Total Need-Based Scholarship | Scholarship | \$2,775.00 | \$2,775.00 | \$2,775.00 | 08/23/2024                 |
| Total Student Loan           | Loan        | \$1,750.00 | \$1,750.00 | \$1,750.00 | 08/23/2024                 |

**FINANCIAL AID INFORMATION**  
Your financial aid award is determined from the information provided in your application. If there is no financial aid displayed your application may be in progress. Please check back.

**ATTENTION**  
If any accept amount is zero or if the scheduled disbursement date is blank, your award will not be disbursed. Please proceed to Award Acceptance page to accept or decline these awards.

## Troubleshooting & Password Help

**As of June 2024, the ability for Guest Users to reset their own passwords (and to set up password recovery questions) is forthcoming.** In the meanwhile, if a Guest User loses or forgets their password, the student who granted their Guest access can use the Manage Guests page in MyBU Student to initiate a password reset email to Guest User.

It is also important to remember that students can change or revoke Guest User access at any time. When changes are made to their access, Guest Users should receive an automatically generated email notification, but these emails may be directed to spam/junk folders. If a Guest User is experiencing any unexpected access issues, it's a good idea to check in with the student first.

## Frequently Asked Questions for Guest Users

- **Q: Can I change my User ID?**
  - **A:** No. Guest User IDs are auto-generated by the system and emailed to the Guest User after the students initiates access. Guest User IDs cannot be changed by the Guest User or the student.

- **Q: Can I change my password to something easier to remember?**
  - **A:** As of June 2024, this functionality is coming soon. In the meanwhile, it might be helpful to use your browser keychain or other password tools to save the password on your browser/device.

- **Q: I'm not seeing certain information in MyBU Student that I believe I should see. What should I do?**

- **A:** The first recommendation is to communicate with the student who granted your access to make sure you are on the same page about which permissions have been granted.

If you still believe you are experiencing an error with guest access in MyBU Student, contact the BU IT Help Center at [ithelp@bu.edu](mailto:ithelp@bu.edu) or 617-353-HELP (4357).

- **Q: I'm a former Sharelink user. Will I automatically receive the same access as a Guest User in MyBU Student?**

- **A:** No. For the most part, students will need to newly establish Guest Access in MyBU Student, even if they previously granted Sharelink access.

- **Q: Can my Guest User account be used to access information for multiple students?**

- **A:** No. A separate Guest User account must be used for each student.

- **Q: Can I submit financial aid forms such as a Parent PLUS Loan or Foreign Income Verification form in my guest account?**

- **A:** At this time, financial aid information is view-only for Guest Users. Please contact the Financial Aid office for more information about how to submit various forms.

- **Q: How do I sign up for a payment plan?**

- **A:** Guest Users who have been granted access to View/Pay Student Account Balance Due can access Nelnet where payment plans can be set up. For more information about payment plans, visit the Student Accounting Services website: <https://www.bu.edu/studentaccountingservices/your-bill/payment-plans/>

- **Q: Where can I view/access IRS Form 1098-T?**

- **A:** As of June 2024, this functionality is coming soon. In the meanwhile, information about 1098-T forms can be found here: <https://www.bu.edu/studentaccountingservices/resources/irs-form-1098t/>, or by contacting BU Student Accounting Services at [studenta@bu.edu](mailto:studenta@bu.edu) or 617-353-2264.

