Delegate Access in CalCentral and Campus Solutions

Students can give access to certain aspects of their account on CalCentral. Delegates can be parents, guardians, spouses, etc. Students can grant permissions to view enrollment information; enrollment information plus grades and/or financial information (e.g. pay bills, view financial aid). Delegate permissions can be changed at any time.

CalCentral: Setting up Delegate Access:

Students can add delegate access in CalCentral, by going to MyDashboard>Profile>Delegate Access.

A student enters the delegate information and selects the permissions type(s) and enters a Code Phrase.

There are 3 types of permissions, which can be combined.

- **Finances: View and Pay.** This option allows a delegate to view the student’s financial aid and scholarships, view bills, and pay bills online.
- **Academics: Class Enrollment Only.** A delegate is permitted to view current and past class enrollments online.
- **Academics: Enrollment and Grades.** A delegate can view class enrollments and grades online.

**NOTE:** It is the student's responsibility to tell the delegate the “code phrase”. It will NOT be emailed to the delegate when they are informed of their access. If a delegate calls, emails or comes in person to an office to ask about a student’s Finances/Financial Aid and/or Enrollment, they will have to provide that Code Phrase. The Code Phrase is not needed for web access.
Once a student has added a new delegate, that delegate will receive an email on how to set up a CalNet ID account or use their CalNet ID to view the student’s information.

The home screen for a delegate shows what students have delegated access to them and what their privileges are.
Clicking on a student displays the information that is allowed.

**NOTE:** A student’s photo, preferred name and profile information will never be displayed regardless of the level of access they have provided for the delegate.

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**Campus Solutions: Viewing Delegate Access**

If a student’s delegate contacts an administrative office (via phone, email or in person), staff will need to look up a student in Campus Solutions to see who they have delegated, what kind of access was granted and to verify the delegate’s “Code Phrase”.

**Path:** Campus Community > Delegated Access > Review Shared Information

Staff will look up a student, and see who they have delegated, what kind of access was granted and verify the delegate’s “Code Phrase”.

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Some Cal Student Central staff may have an Edit button at the top of the page that allows them to access another page that has a “Resend Email button” and the ability to update the delegate’s information and access.

Edits should only be made at the behest of the student if they are not able to do so in CalCentral.

Support:

For student assistance or questions, please contact Cal Student Central.

- Call 510-664-9181
- In Person: 120 Sproul

Submit a ticket: http://studentcentral.berkeley.edu/open-case

For delegate questions or assistance, please contact Campus Shared Services IT:

- Call 510-664-9000 (press option 1, then option 2 to reach SIS support)
- Email: itcsshelp@berkeley.edu

Submit a ticket: https://shared-services-help.berkeley.edu/new_ticket/it