MSU GUEST

Instructions for Setting Up Guest Access

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## Table of Contents

- Part 1: Register for Guest Account ................................................................. 2
- Part 2: Initial Login to MSU Student Information System .......................... 3
- Part 3: Getting started with Guest Access ...................................................... 6
Background: Before a guest can get access to the Student Information System (SIS) to pay a bill, connect to financial aid, or see academic progress, their student needs to grant them guest access. Directions for a student to grant guest access are in Student – Share My Info Electronically or Student – Share My Info by Phone. There is also a video at the bottom of the Guest Access Page that will walk a student through granting guest access.

Pro Tip:

1. Follow every step exactly or you may not have the correct access when you log in.

2. Coordinate with your student and ensure they enter the correct email address for guest access.

3. If the guest email address was added as an alternate email to any student’s account previously, a duplicate guest account will be recreated and cause log in issues. If you have more than one student at MSU, be sure to use the same email address for all guest accounts in order to view multiple student accounts.

When a student grants access to their school data in the SIS (electronically or by phone), an email will be sent to the guest with instructions for setting up a guest account.

You will need the email to set up your guest access.

Part 1: Register for Guest Account

1. In the email from sis@msu.edu, click the tech.msu.edu/msu-guest-account link and follow the instructions for creating your guest account.
Part 2: Initial Login to MSU Student Information System

Once you have successfully created your Guest Account, you can login to SIS at student.msu.edu. When logging in for the first time, you will be presented with Guest Terms and Conditions. You must accept the terms and conditions to login to the system.

1. Select the appropriate option (Yes) and then click Submit.
2. Click **Sign Out**, then re-enter your email, password and two-factor credentials to log back into SIS. Upon the first login, you will see the Welcome page.

3. Log back in.
4. **Accessibility Layout** will default to “Accessibility mode off.” Use the drop-down menu if you wish to change to “Accessibility mode on.”

   Turning accessibility mode on will ensure SIS is optimized for users utilizing a screen reader device.

5. Click **Next**.
Additional Information

6. Review the Additional Information and click Finish.
When logging into SIS you will be presented with the Guests homepage.

- Once the guest receives guest access and logs in, they should see a “tile” for every module to which they have access: “Classes”, “Class Search”, “Academic Records”, “Student Accounts”, “Academic Progress”, “Financial Aid”, etc.
- Your screen will look similar to this, but not exactly.

**Pro Tip:** If you don’t see the tiles upon logging into SIS after accepting the terms and conditions, your student may not have granted you guest access to those titles. Please confer with your student and ensure they granted you guest access to those items. Guest access may need to be granted or updated to include the information you expect to see upon logging in.

**Pro Tip:** **Student Accounts** is the tile you need to pay the student's bill. To learn more about navigating in SIS, use the [Navigation Guide](#). This [Student Accounts](#) site is another helpful page.

Class Search and Resources are available for all guests. Your student can grant you access to one or more of the following tiles. If you do not see one of these tiles on your home page, your student has not authorized your access for it.

- **Student Accounts** – Access to the Payment Portal to view bills, make payments, sign up for payment plans and direct deposit and view tax forms.
  - Under “Student Accounts” there are two milestones to billing.
First, all the charges start to show up on your account (like a credit card or bank account).

Second, the billing statement is generated that indicates what the payment amount is for the semester of billing cycle.

- If you have **more than one** student: Key difference for Student Accounts, once you click “Account Details” and “Go To My Account” there is a pencil icon to the far right of the student’s name that allows you to select which student you want to see Account Details for.

- **Financial Aid** – Access to the Financial Aid Portal
- **Classes** – Here you will find your student’s class and exam schedules, academic calendar and enrollment dates.
  - If you click on “View My Classes”, there will be a dropdown to choose what student records you’d like to see as well as which semester.
- **Academic Progress** – See how your student is progressing towards their degree and view expected graduation term.
- **Academic Records** – View end of semester grades, unofficial transcripts, full course history and more.

Some additional steps are required to set up your access in the **Financial Aid Portal. There is FAQ help for financial aid.**
1. Click the **Financial Aid** tile.

![Financial Aid tile](image1)

2. Click **Financial Aid Portal**.

![Financial Aid Portal](image2)
If you have been granted access to multiple students, they will all appear here.

3. Click the student you wish to view under **Open Financial Aid Portal**.

4. Click **Accept & Continue**.

The first time you access the Financial Aid Portal, you will have to accept the Consent to Conduct Business Electronically.

   Click **Accept & Continue**.
You are now on the homepage for the Financial Aid portal.

Important Notes:

- If the email address used to create your new guest account is the same as the one used to create your guest account in StuInfo, the password you entered in this setup process will now work in both systems.
- In order to have guest access to your student’s Financial Aid portal, the student needs to add your email address in both the Student Information System AND in the Financial Aid portal. If they do not do the second step – you will get the error below and will need to contact the student to grant access for Financial Aid.