



## **PARENT PORTAL TERMS AND CONDITIONS**

Springfield College ("College") has developed a Parent Portal for parents and other authorized users to access certain student information.

By a student authorizing a user, and by that authorized user accessing the Parent Portal, they agree to be bound by the terms and conditions outlined below:

### **STUDENT RESPONSIBILITY**

Students are responsible for all balances due and documentation requirements. Granting access to an authorized user, including authorized user access to make a payment or set up a payment plan, does not release the student from those responsibilities. In the event of a past due balance, students will be subject to the payment policies available on the College's website at: <http://springfield.edu/business-office/payment-information/payment-options>.

### **PARENT PORTAL ACCESS**

Access to the Parent Portal may only be authorized by a student, using the Manage Parent Access function of the Parent Portal in PrideNET. When authorizing a parent/guest, students select the information access they are granting to that individual. This access can only be added or changed by the student using the Manage Parent Access function. Students may grant access to multiple users, and can select different information access available to each individual.

By granting information access to an individual, the student is granting written consent for appropriate College employees to disclose and discuss granted information to the authorized individual.

### **AUTHORIZED USER ACCOUNT**

Authorized user login is based on a specified email address. If an authorized user is granted access by more than one student, and the user's specified email address during authorization set-up is the same, the authorized user will have access to the multiple accounts under one login. An authorized user with access to more than one students' account will only have access to the information granted to them by each student, which may differ.

Authorized users are required to create a password to log in to the Parent Portal. This password must be kept secure and confidential and should not be shared. If an authorized user forgets their password, they should select the forgotten password option on the Parent Portal Account Login screen. This option will contact all students associated with the authorized user's account, requesting the account be reset. Only one student will need to reset the account, and once reset, all prior access will be restored once the authorized user reconfirms their account. Authorized user account reset may only be completed by a student, through the Manage Parent Access function of the Parent Portal in PrideNET.

**COMMUNICATIONS**

Students and authorized users will receive periodic emails to their College email address (for students) or confirmed email address (for authorized users) in regards to student account balances due, financial aid documentation requirements, 1098-T information availability, and other Parent Portal related matters.

**AUTHORIZED USER ACCESS TERMINATION:**

Students may terminate an authorized user's access at any time by deleting the user in the Manage Parent Access function of the Parent Portal in PrideNET.

If a student is not enrolled, access to view student information will be terminated for that particular student and all associated users granted access. Notification of the termination of access will be emailed to both the student and the authorized user. If the authorized user has access to another enrolled student's information, access for that student will remain.

**DISCLOSURE:**

The College will disclose information about a student's account to third parties for only the following reasons: (1) in order to complete a transaction requested by the student or authorized user; (2) in order to comply with a court order; (3) to fulfill a permissible College department or program request; (4) in conjunction with all other student accounts in the aggregate but not specific in regard to a particular account; or (5) with the student's permission.

**LIMITED LIABILITY**

The College will use reasonable measures to protect student information from unauthorized viewing. The College will not be liable for unauthorized use of the College's system or internet. The College will not be responsible for actions taken by students or authorized users that compromise the student or authorized user information. The College reserves the right to change, limit, or terminate the Parent Portal for viewing student information at any time without notice. Students and authorized users consent to electronic monitoring of the Parent Portal, for use by College employees.

**CHANGES IN TERMS AND CONDITIONS:**

The terms and conditions of the Parent Portal are effective and remain binding until the student is no longer affiliated with the College. If any changes are made to the terms and conditions, the College will provide the student and authorized users with notice of change(s) at least thirty (30) days in advance of the effective date. Prior notice need not be given where immediate change in terms and conditions is necessary to maintain or restore the security of the account.

**GOVERNING LAW:**

These terms and conditions shall be governed by and construed in accordance with the laws of the Commonwealth of Massachusetts.