

## **Can a proxy call Owens Community College if they have questions about it?**

If a proxy has a question about the functionality of Proxy Access, the proxy should first check the Proxy User FAQ's. The Help Desk can be called for assistance in setting up or activating proxy access. The passphrase is required when a proxy calls a college department and needs to have a conversation about the information they are viewing on a student. The college department will validate the passphrase and access granted to the proxy before having conversations with a proxy. This is done to protect the rights of the student. If the student has not granted access, the information cannot be discussed.

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<https://www2.owens.edu/faq/entry/261/>