

## Can Owens staff provide the PIN or passphrase to a proxy who has forgotten it?

No. College staff and the Help Desk cannot send the PIN or passphrase. The student who authorized the proxy can log into **Ozone**, access the **Proxy Access menu**, and can click **Email Passphrase**. This will resend the passphrase to the proxy. The proxy can request a new PIN by selecting **Forgot PIN** from the Proxy log in page.

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<https://www2.owens.edu/faq/entry/277/>