

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.

Article ID: 277

Last updated: 07 May, 2013

Revision: 1

Information Technology Services -> Ozone -> Ozone Proxy Access -> Can Owens staff provide the PIN or passphrase to a proxy who has forgotten it?

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