

I did not receive an email from University of Rochester (Workday) to activate my account?

This error typically occurs because your student did not successfully complete the setup required to grant you access to the system on their behalf. A **Quick Reference Card (QRC)** is available for your student [here](#). An overview of the information on the card is described below.

Your student needs to set you up as a **Friends and Family** member in their **Contact** tab, and indicate you will function as a **Third Party**.

Rocky Rochester
Student | University of Rochester

Actions

Summary
Personal
Contact

Contact Friends and Family Social University Housing Assignment

Add

Turn on the new tables view

1 item

Name	Relationship Types	Relationship	Phone Number	Email Address	Address	Third Party
Jimmy Rochester	Emergency Contact Parent			jimmy.rochester@gmail.com		No

After setting you up as a **Third Party**, your student must grant you authorization to access their account by processing the FERPA authorization waiver. They should access the **Manage Permissions for My Third Party** task shown below, and complete all of the steps that follow to grant you permission. They must select **Make a Payment**, **View Account Activity** and **View Student Statement** to give you full access. They can also grant you access to see the courses they are enrolled in.

Rocky Rochester
Student | University of Rochester

Actions

Summary
Personal
Contact
Academics

Contact Friends and Family Social University Housing Assignment

Add

Turn on the new tables view

1 item

Name	Relationship Types	Relationship	Phone Number	Email Address	Address	Third Party
Jimmy Rochester	Emergency Contact Parent			jimmy.rochester@gmail.com		Yes

Actions

- Edit Friends and Family
- Manage Permissions for My Third Party
- Remove Friends and Family

It is also critical that your student enter your email address correctly on your Friends & Family record!

Name	Relationship Types	Relationship	Phone Number	Email Address	Address	Third Party
Jimmy Rochester	Emergency Contact Parent			jimmy.rochester@gmail.com		Yes

Once your student completes these tasks, you should receive the two emails in a short period of time.