

I still cannot access the system and I need help!

Send an email to bursar@admin.rochester.edu with the following information. Someone in the Bursar's office will reach out to you to assist you. Please put **Third Party Proxy Access Issue** along with your student's name in the Subject line of the email.

- **Your Name**
- **Your Email** (the one used by your student to set you up on the system)
- **Your contact telephone number**
- **Your student's name**
- **Your student's URID** (or student ID, if known)