

# FLYERVIEW FAQs

Have a question about how to use FlyerView? Check here first!

## DESIGNEE FAQs

### **How do I get to the login screen for FlyerView?**

- [Designee Access to FlyerView](#) login screen.

### **I was given a temporary password in my email from FlyerView, but now it is asking for my Old PIN. What do I do?**

- The temporary password and your Old PIN are the same. Enter your temporary password in the Old PIN field.

### **What is a PIN?**

- A PIN stands for personal identification number and will be used to authenticate your access to FlyerView. Your PIN must be numerical.

### **What if I forget my PIN?**

- You can easily reset or change your PIN by clicking on the "Forgot PIN" button on the [Designee Access](#) page.

### **A student has given me access to their record(s) on FlyerView. Can I call a University of Dayton official and discuss their records?**

- No. Your student has given you online access to view their records only. The student is in control of their records and are responsible for following up with designees on questions about their records. FlyerView does not give a designee authorization to discuss a student's record with any University of Dayton official.

## STUDENT FAQs

### **Where do I find FlyerView in [Porches](#)?**

- Porches > Flyers Student Services tab > Flyers Student Services channel > FlyerView

### **Can I delete a designee or set a time limit for a designee?**

- Yes. You can delete a designee at any time by accessing FlyerView, clicking on the Profile tab and "Delete Designee Relationship". You can set a time limit for your designee to view your records by editing the Stop Date on the Profile tab.

### **I added a designee and only wanted them to view my schedule. Why can they see my grades?**

- When setting up a designee, be careful to select only the records you would like them to view. Under the Authorization tab, place a check by the records you are authorizing your designee to view.

### **Will my designee be notified if I make a change to their authorizations?**

- No. Your designee will not be automatically notified. However, you have the option to click "Email Authorizations" in the authorizations tab to send a notification email to your designee.

### **I'm selecting authorizations for my designee but cannot find the save button, where is it located?**

- There is no save button on the Authorizations tab. Once you select an authorization for a designee, your progress is immediately saved.

### **If I make someone a designee, can they call UD if they have questions about my records?**

- No. Your designee is given online access to view your records only. You are in control of this access and are responsible for following up with your designee if they have questions about your records. FlyerView does not give a designee authorization to discuss your record with any University of Dayton official.

## COULDN'T FIND YOUR ANSWER?

Contact the University of Dayton Help Desk at (937) 229-3888 or [helpdesk@udayton.edu](mailto:helpdesk@udayton.edu).