



FERPA INFORMATION FOR STUDENTS, PARENTS & PROXIES

- Wake Tech recognizes how important parents and other family members are to the success of our students. We are limited to the information we can share with anyone outside of the student by the Family Educational Rights and Privacy Act (FERPA), a federal law that protects the privacy and release of student education records. This law applies to all colleges and educational institutions that receive funds under an applicable program of the U.S. Department of Education such as Federal Student Aid for students.
- As a parent, guardian, spouse etc., you may want to view and discuss your student's grades, billing, financial aid and other records. We can release and/or discuss this information with you if the student has granted access to you. Once granted, this access will remain in effect, unless revoked by the student, for the duration of the student's enrollment at Wake Tech.

FREQUENTLY ASKED QUESTIONS

1. How do I get access to my student's information?

The student must grant you access. Students can grant access to a proxy by logging into Self-Service account with their Wake Tech email address and password and selecting Parent/Proxy Access under their user ID in the upper right corner.

2. Once access is granted to me, are there other forms that need to be completed, or do I need to speak with someone at Wake Tech about my child's information?

Once access is granted to you, an email will be sent to you with confirmation and user ID/password information. You will then be able to access your student's information online through Self-Service. You will not need to complete any additional forms or contact the school.

3. What types of information will I be able to see?

Depending on the type of access you have been granted, you will be able to see the student's grades, financial aid award(s), bill and 1098T. You can also pay the bill in full after your student sets you up as an authorized user with TouchNet.

4. I am a WTCC employee, and I am the parent of a WTCC student. Can I have parent access?

Yes, if the student grants you access, you will be able to view his or her information in Self-Service. Note there are special instructions for WTCC employees in the access confirmation email; you'll use your regular WTCC email address and password.

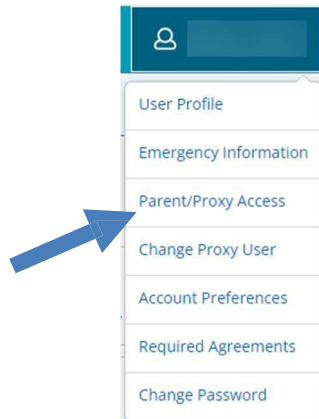
5. My student previously completed a paper "FERPA form" or had access to my student's information in the WebAdvisor parent module? Will I automatically get online access to their information?

No. The student will need to grant you access again in Self-Service. We apologize for the inconvenience.

For more information on FERPA or granting access to a proxy, please contact the Registration & Records office by phone at 919-866- 5700 or email at registrar@waketech.edu.

HOW TO GRANT ACCESS TO A PARENT/PROXY

1. Go to **selfserve.waketech.edu**.
2. Click your **user ID** in the top right-hand corner of the screen, then select **Parent/Proxy Access** from the drop-down menu.



3. If you **previously entered** a person in the WebAdvisor parent module, then that person will be listed in the “Select a proxy” dropdown. You will just need to **select the person, enter their current email address, assign permissions (either complete access or select access) and accept the disclosure**.

A screenshot of the 'Select a proxy' form. The form includes a 'Select a Proxy' dropdown menu, a 'Proxy Email Address *' field, a 'Confirm Proxy Email Address *' field, and a 'Proxy Relationship' field. Below these fields are radio buttons for 'Allow Complete Access' and 'Allow Select Access', with 'Allow Select Access' selected. There are also checkboxes for 'Student Finance' and 'Financial Aid'. A blue arrow points to the 'Select a Proxy' dropdown menu.

4. If you need to add a **new** person to your account, you will need to **enter the person’s information first, then assign permissions (either complete access or select access) and accept the disclosure**.

A screenshot of the 'Proxy Access' form. The form includes radio buttons for 'Allow Complete Access' and 'Allow Select Access', with 'Allow Select Access' selected. Below these are checkboxes for 'Student Finance', 'Financial Aid', 'General', 'Academics', and 'Tax Information'. There are also checkboxes for 'Account Activity', 'Account Summary', 'Make a Payment', 'Pay With A Payment Plan', 'Offer Letter', 'Grades', and 'Tax Information'. A blue arrow points to the 'Allow Select Access' radio button. At the bottom of the form is a 'Disclosure Agreement' section with a paragraph of text and a note about granting proxy access.

Note: If your proxy has similar information to an existing person in Wake Tech’s system, your request to add the new proxy will show as pending. Wake Tech will need to research and confirm the proxy’s information to ensure that the correct person is added to your record. After Wake Tech confirms, then you will be able to grant access.


HOW TO PAY YOUR STUDENT'S BILL – ADD AN AUTHORIZED USER IN TOUCHNET

If you wish to pay your student's bill in full, then your student will need to add you as an authorized user in the TouchNet system. Here are the steps for the student.

1. In Self-Service, go to **Student Finance > Pay in Full (Student)**.

Hello, Welcome to Colleague Self-Service!


Choose a category to get started.



Register now for classes in your planner.


Click the button to see available terms and sections.

[Register](#)




Student Finance

Here you can view your latest statement and make a payment online.




Tax Information

Here you can change your consent for e-delivery of tax information.




Employee

Here you can view your tax form consents, earnings statements, banking information, timecards (hourly employees) and leave balances.




Course Catalog

Here you can view and search the course catalog.




Graduation Overview

Here you can view and submit a graduation application.




Financial Aid

Here you can access financial aid data, forms, etc.




Banking Information

Here you can view and update your banking information.



Student Planning

Here you can search for courses, plan your terms, and schedule & register your course sections.



Grades

Here you can view your grades by term.

Account Summary	
View a summary of your account	
Account Overview	
Amount Due 7/30/2025	\$
+ Amount Due	\$0.00
= Total Amount Due	\$:
Pay In Full (Student) Pay in Full (Proxy/Parent) Students Pay With A Payment Plan Payment Plan Information for Proxies and Parents Important Dates	

2. Click **Continue to Payment Center** if needed. You'll be logged into TouchNet.

Pay In Full (Student)

Use this page to make a payment on your account

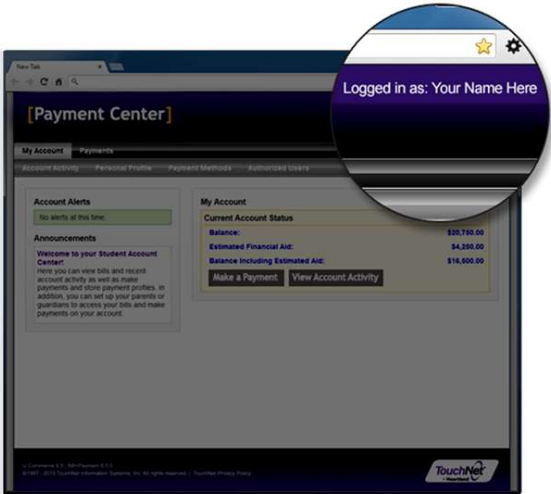
You are moving to the...

Secure Payment Center

To ensure you are making a secure payment, you will be identified and your name will be added in the right corner of the Payment Center.

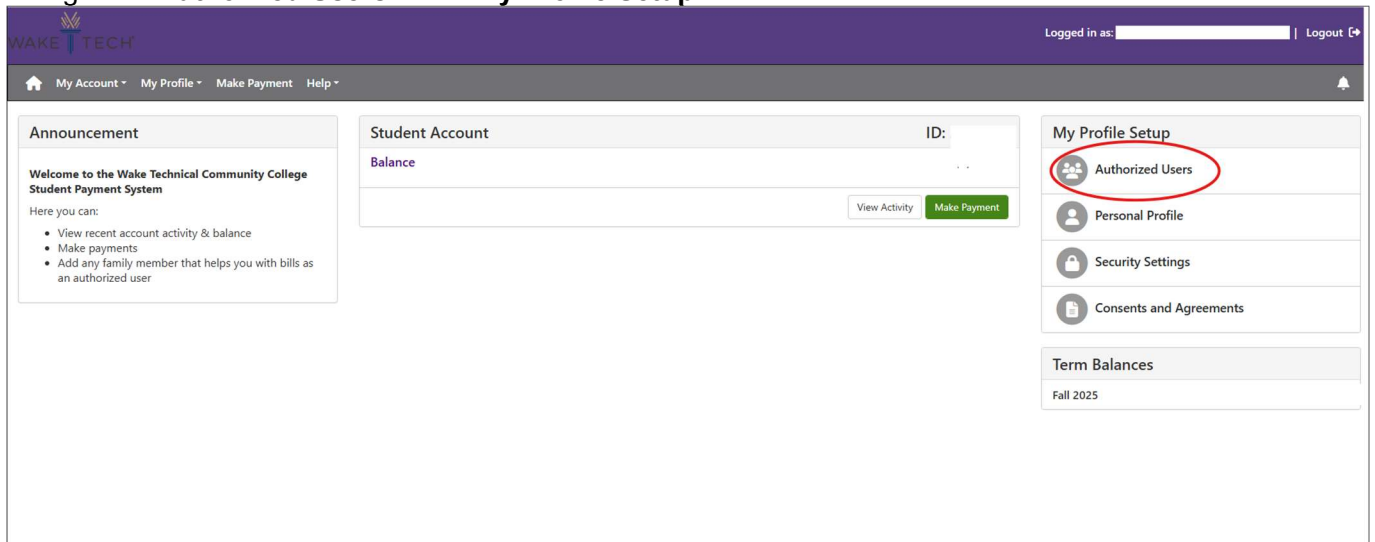
This helps you CONFIRM a safe payment transaction.

[Continue to Payment Center](#)



The screenshot shows a web browser window with the 'Payment Center' title. The top right corner displays 'Logged in as: Your Name Here'. The main content area is divided into two columns. The left column, titled 'My Account', contains 'Account Alerts' (No alerts at this time) and 'Announcements' (Welcome to your Student Account Center). The right column, titled 'My Account', shows 'Current Account Status' with a balance of \$25,795.00, estimated financial aid of \$4,350.00, and a balance including estimated aid of \$16,000.00. Below this are buttons for 'Make a Payment' and 'View Account Activity'. A red circle highlights the 'Continue to Payment Center' button on the left side of the page.

3. Navigate to **Authorized Users** under **My Profile Setup**.



The screenshot shows the 'Wake Tech' Student Payment System interface. The top navigation bar includes 'My Account', 'My Profile', 'Make Payment', and 'Help'. The 'My Profile' section is expanded, showing 'Student Account' with a balance and 'ID:'. The 'My Profile Setup' section is also expanded, showing 'Authorized Users' (circled in red), 'Personal Profile', 'Security Settings', and 'Consents and Agreements'. The 'Term Balances' section shows 'Fall 2025'.

4. Select **Add Authorized User**.

The screenshot shows the 'Authorized Users' page on the Wake Tech website. The header includes the Wake Tech logo and navigation links: 'My Account', 'My Profile', 'Make Payment', and 'Help'. The main heading is 'Authorized Users'. Below it, there are two tabs: 'Authorized Users' and 'Add Authorized User', with the latter circled in red. A yellow message box states: 'No authorized user has access to your account information.'

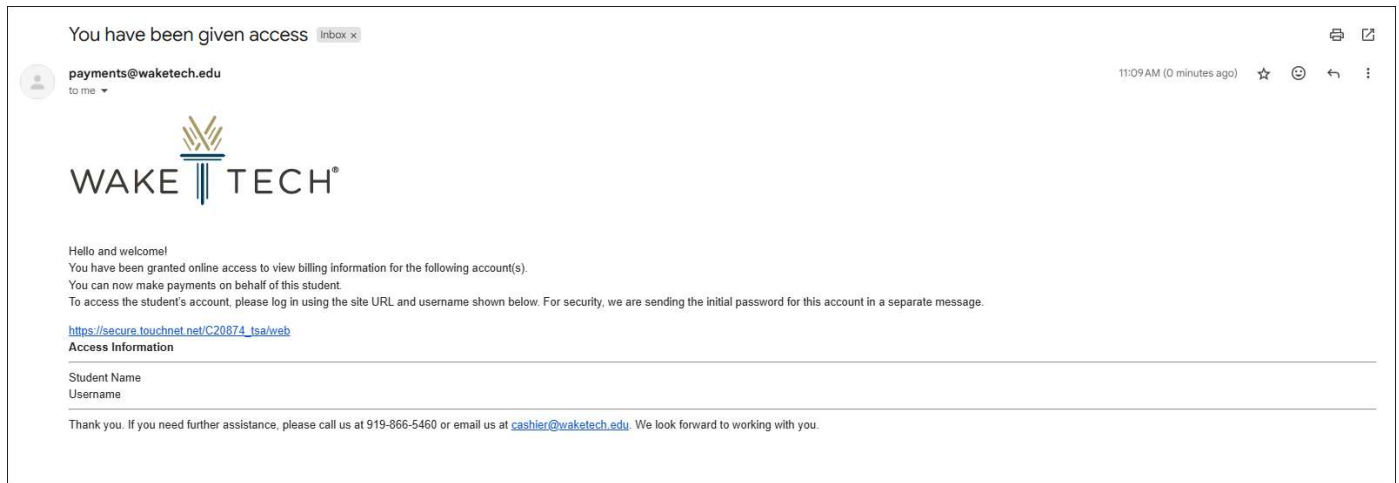
5. Enter your parent/proxy's email address to add your parent/proxy as an authorized user. Click **Continue**.

The screenshot shows the 'Add Authorized User' form. It includes a heading 'Authorized Users' and a sub-heading 'Add Authorized User'. A yellow box contains text about FERPA and the importance of written consent. Below this, there is a text input field for the 'Email address of the authorized user', which is circled in red. At the bottom, there is a question 'Would you like to allow this person to view your payment history and account activity?' with 'Yes' and 'No' radio buttons. The 'Continue' button is circled in red.

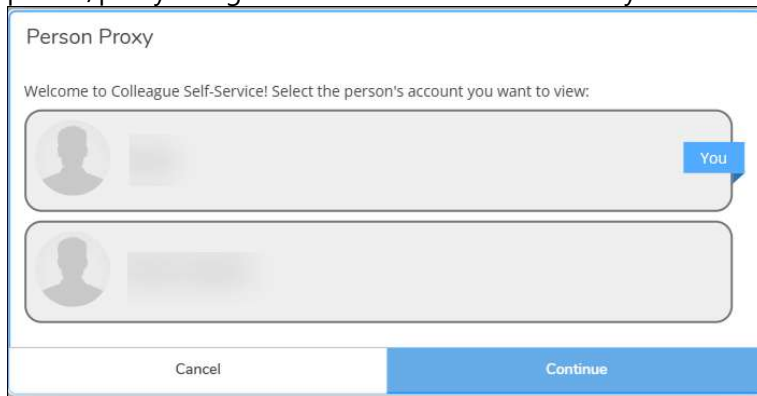
6. Check the **I Agree** box and click **Continue**.

The screenshot shows a modal dialog box titled 'Agreement to Add Authorized User'. It contains text about granting access to account information and a warning about false information. At the bottom, there is a checkbox labeled 'I Agree', which is checked and circled in red. Below the checkbox are three buttons: 'Cancel', 'Print Agreement', and 'Continue', with the 'Continue' button circled in red.

7. The parent/proxy will receive a notification email. The parent/proxy will create their own TouchNet login information.



8. The parent/proxy can log into TouchNet directly from the link in the email from TouchNet. Alternatively, the parent/proxy can go back to **Self-Service**. Select your student from the **Person Proxy** list.

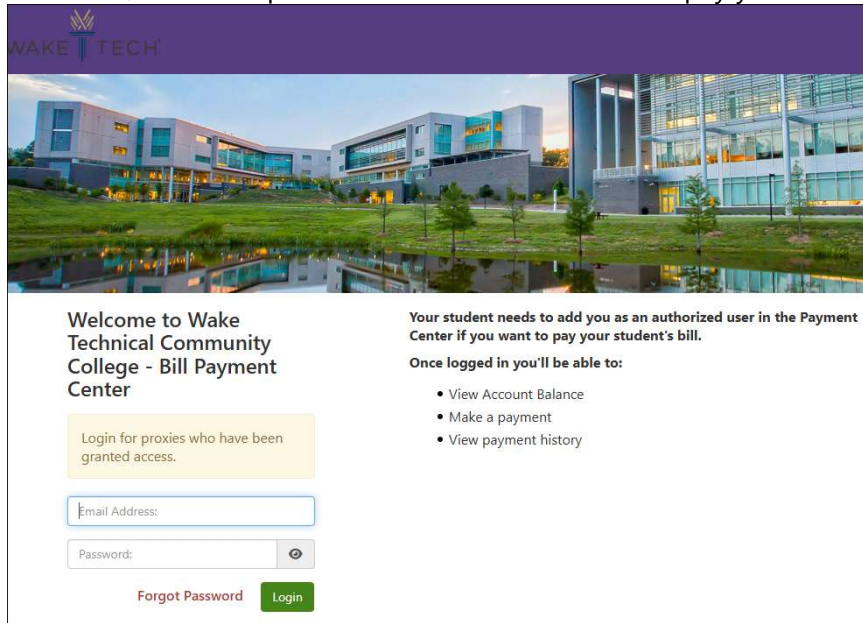


If you don't see this option, select **Change Proxy User** menu in the upper right corner under your username, and select your student.



Select **Student Finance** and then select **Pay in Full (Proxy/Parent)**.

9. The parent/proxy arrives at the TouchNet login page for authorized users. Log in with your TouchNet username/email and password. You should be able to pay your student's bill.



The screenshot shows the login page for the Wake Technical Community College Bill Payment Center. At the top, there is a purple header with the 'WAKE TECH' logo. Below the header is a large image of a modern college building at dusk. The main content area is white and contains the following elements:

- Welcome to Wake Technical Community College - Bill Payment Center**
- A yellow box with the text: "Login for proxies who have been granted access."
- An input field for "Email Address:"
- An input field for "Password:" with a toggle icon for visibility.
- A link for "Forgot Password" in red text.
- A green "Login" button.
- Instructions: "Your student needs to add you as an authorized user in the Payment Center if you want to pay your student's bill."
- A section titled "Once logged in you'll be able to:" followed by a bulleted list:
 - View Account Balance
 - Make a payment
 - View payment history