Delegate FAQs

What is the difference between delegate access to the IP Portal and delegate access to the myFSU portal?

The IP Portal is specific to information related to students' time studying abroad with FSU International Programs, such as details and announcements about the program, tasks & checklist items that must be completed, and the ability to make a payment or view financial statements for study abroad program fees. Access is limited to the months leading up to and during a study abroad program.

Meanwhile, 'MyFSU' is the University's primary online portal, allowing students to access academic, financial, and administrative resources for their entire time as an FSU student. Students can grant access to certain aspects of their myFSU profile for delegates, such as the ability to make payments for other FSU charges, view class schedules, etc.

If your student has set you up as a delegate in one portal, **you will NOT automatically be a delegate in both portals.** For example, if your student has granted you delegated access to this study abroad portal, you will not be able to login to the myFSU portal unless your student also grants you delegate access to that portal. Resources about delegated access for myFSU are available online.

Please note, the login credentials delegates use to access the IP Portal may be different than the login credentials used to access the myFSU portal.

How can a student grant delegate access to the IP Portal?

After admission to their program, applicants can grant delegated access to program information and/or give delegates the ability to make payments on their behalf.

Students should follow these steps to create a delegate:

1. Log into the IP Portal and select "Go to Dashboard" on the applicable record.
2. Select "My Info & Delegates" from the menu options, then scroll until the "Delegates" section is visible.
3. Enter the required information for the delegate: first name, last name, email, relationship, and select any permissions to give the delegate. **Keep in mind:** the email address must be unique for each delegate; the same email address cannot be used by multiple delegates.
4. When you are satisfied with the information entered, select the "Update" button below the delegate information.
5. An email titled "FSU IP: Delegate Access to IP Portal" will be sent to the delegate with information on how to access the delegate portal. **It could take up to 10 minutes for the delegate to receive this email**. A temporary password will be provided; delegates are encouraged to reset their password (see "How can a delegate update their password?" section).

Delegate permissions can be modified by the student at any time. Delegates will be notified via email if their permissions are updated.

An error message is displayed when the student tries to add a new delegate.

Try the following troubleshooting tips to fix the issue:

1. Is the email address being entered for the delegate already associated with a different user? If so, use an alternative email address in order to create a new delegate record. Because the email address will be the delegate's username, delegates cannot share an email address or use a shared family email address.
2. Logout and log back into the IP Portal.
3. Try a different browser.

If the issue persists after trying the options listed above, students should send a screenshot of the error they are encountering to IP-Info@fsu.edu for assistance.

An error message is displayed when the student tries to update a delegate's permissions.

Try the following troubleshooting tips to fix the issue:

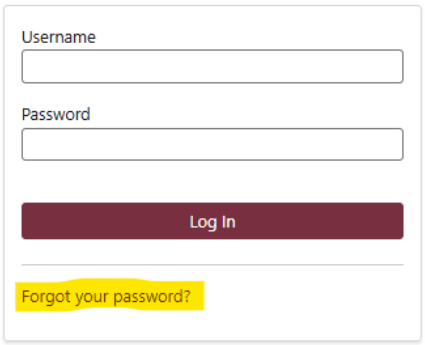
1. Ensure the delegate is logged out of the IP Delegate Portal. Students cannot make changes to their delegate records while the delegate is logged into the IP Delegate Portal.
2. Students should try logging out and back into the IP Portal.
3. Students should try a different browser.

If the issue persists after trying the options listed above, students should send a screenshot of the error they are encountering to IP-Info@fsu.edu for assistance.

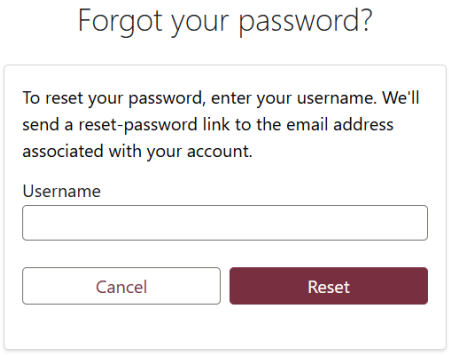
How can a delegate update their password?

Delegates should follow these steps to update the password used to access the IP Delegate Portal:

1. From the IP Delegate login page, click "Forgot your password?"



2. You will be redirected to a webpage to enter your username. Your username will match the email address your student used to set-up your delegate record. Once you've entered your username in the text field, click "Reset."



3. You will receive an email from IP-Info@fsu.edu titled "Reset FSU International Programs Delegate Portal Password" to the email address you previously entered. Use the link provided in the email to reset your password.

   If you didn't get an email, check your Spam folder. If you are unable to locate the email, contact International Programs at IP-Info@fsu.edu.

4. Once your password is reset, navigate back to the IP Delegate login page to enter your username and new password.