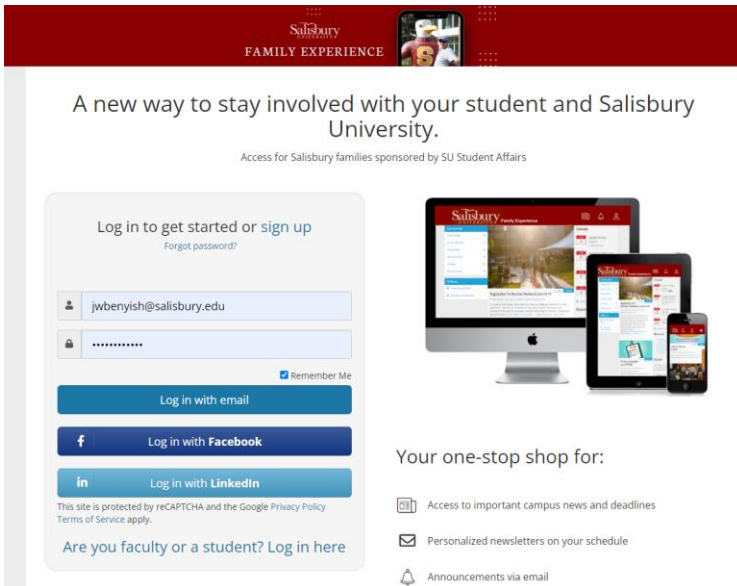


Family Experience Portal (CampusESP) FERPA How a Parent/Family Member/Supporter Resets a PIN

1. Navigate to salisbury.campusesp.com
2. Log in using CampusESP login information

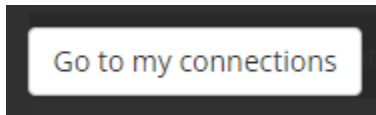


The screenshot shows the top navigation bar with the Salisbury University logo and 'FAMILY EXPERIENCE' text. Below the header, a banner reads 'A new way to stay involved with your student and Salisbury University.' and 'Access for Salisbury families sponsored by SU Student Affairs'. The main content area features a login form on the left with fields for email (jwbenyish@salisbury.edu) and password, a 'Remember Me' checkbox, and buttons for 'Log in with email', 'Log in with Facebook', and 'Log in with LinkedIn'. To the right, there are images of a desktop monitor, tablet, and smartphone displaying the portal interface. Below these images, a section titled 'Your one-stop shop for:' lists three benefits: 'Access to important campus news and deadlines', 'Personalized newsletters on your schedule', and 'Announcements via email'.

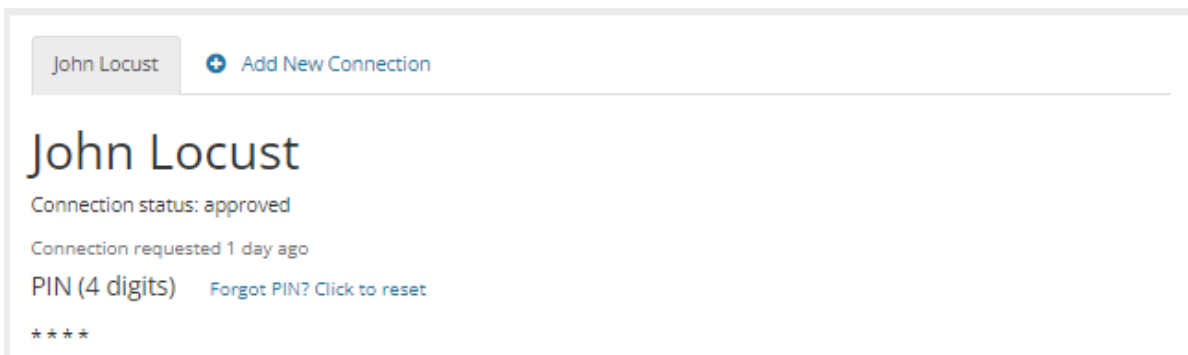
3. Click the Graduation Cap at the top of the screen



4. Navigate to your connections, by clicking the "Go to my connections" button.



5. On the connections page you can reset your PIN by clicking "Forgot PIN? Click to reset."



The screenshot shows the connections page for John Locust. At the top, there is a user profile card for 'John Locust' with a '+ Add New Connection' button. Below the profile card, the connection status is 'approved', and it was requested '1 day ago'. The PIN is displayed as 'PIN (4 digits)' followed by 'Forgot PIN? Click to reset' in a blue link. Below the PIN, there are five asterisks '*****' representing the masked PIN.

6. You can create a new PIN and then click the "Change PIN" button to reset it.

Connection status: approved
Connection requested 3 months ago
New PIN (4 digits)

Change PIN

7. After changing your PIN, you will get a green bar at the top letting you know that your PIN was successfully updated.

Your PIN was successfully updated



Please note: FERPA management is at the discretion of the student. At any time, the student can log back in, and change your access to the system. It's important for you to communicate with your student about their expectations as it relates to their Academic and Financial Information.