

**Updated process to authenticate identity of student
regarding PIN questions or release of student information (6/18/13)**

Document located at: Z:\registrar\BANNER PROCESSES and GUIDES\Guides\Updated process regarding PIN questions.docx

Effective immediately, use the following process when responding to any inquiries about an unknown PIN or Student ID number. **This is for security purposes for the student's protection.**

In Person: Ask for a photo ID (FGC ID or other government issued photo ID)

Telephone Inquiries:

In Banner, go to GOATPAD. Enter the student's ID number, Next Block, Next Block. You will see tabs for Verification Questions and Verify Answers.

Student has security questions on GOATPAD: If the student has security questions, that means that they can go back through MyFGC to reset their PIN themselves.

- If the Disabled box is checked, it must be unchecked.
- Then direct the student to:
- Go to MyFGC, Enter Secure Area, Enter the Student ID, and click Forgot PIN? button. (Do not try to enter PIN at this time.)
- The security question(s) should come up and the student should answer the question(s). If the questions are answered correctly, the student will be prompted to enter a new PIN and then reenter the new PIN. They may then need to enter new security questions. Then they'll be in MyFGC.

Student does not have security questions on GOATPAD: The student will not be able to go back through MyFGC to reset their PIN. After verifying the identity of the student, reset the PIN on Staff should:

- Verify identity of student by using authentication questions:
 - Full name and date of birth (SPAIDEN)
 - Current address (or address when you last attended FGC) (SPAIDEN)
 - When did you last attend FGC? (SFARHST, SHACRSE, OR SHATERM)
 - Have you been awarded a degree from FGC? (SHADEGR)
 - What high school/colleges did you attend? (SOAHSCH, SOAPCOL)
 - What year did you graduate high school? (SOAHSCH)
 - What are/were the last classes you are/were enrolled in at FGC? (SFARHST, SHACRSE, or
- **The inquirer must correctly answer enough of these questions to make the staff member comfortable that the inquirer is, in fact, the student. When in doubt, do not release any**
- Reset the PIN on GOATPAD or GOATPAC
- Inform the student of the reset PIN (MMDDYYYY). Student should now go to MyFGC, Enter Secure Area, enter the Student ID and the reset PIN.
- The student will then have to create a new 8-digit PIN and answer security questions.

Student does not know their FGC Student ID:

- Ask them to get it from their FGC Student ID Card
- Try to identify the student using name, birthdate, etc. (Not SSN)

- **Go to GOATPAD:**
 - **There are security questions on GOATPAD:**
 - Go to the Verify Answers tab
 - Ask the student the question and type the answer in the Verify Answer field
 - Click the Verify button at the bottom of the page
 - If the answers are correct, the “Verified” checkbox will be checked.
 - You may inform the student of the Student ID number.
 - **There are no security questions on GOATPAD:**
 - Verify the identity of the student using the steps shown in the section of **Student does not have security questions on GOATPAD.**
 - You may inform the student of the Student ID number.

Procedure for Authenticating a Student to Release Information

The purpose of this procedure is to validate the authenticity of a student before releasing information when the student calls on the phone or appears in person without a photo id.

When a person calls in to inquire about information specific to the student’s record, or if a student appears in person without proper photo id, the staff member must first determine if the person is the student of record, or if it is a third party requesting information about an FGC student.

Authenticate the inquirer

Staff members should verify identity by answers to security questions on GOATPAD. If no security questions are on GOATPAD, use the verification questions on this form.

Students with Non-Disclosure requests on file

Once it has been determined that the inquirer is the student, the staff member must also consider if the student has submitted a non-disclosure request. If the staff member gets the confidentiality flag returned in the student system when accessing the student’s app:

- For in person students – the student must show ID to get the requested information.
- For phone inquiries - the student must be instructed to come in with photo id to get the requested

An authenticated student may be provided with the following information:

Class Location and Time (Student must have provided course number or title)

Class Schedule: If student with photo ID is at Registrar’s Office. Remind student that the schedule is available through MyFGC.

Transcripts Sent and Received Information

Hold Information – “your records are on hold, please contact XXXXXX.”

Degree Information – you can disclose if degree is posted.

PIN Assistance – See steps above

Student ID – See steps above

Important Points to remember:

- If the inquirer is determined to be a third party inquirer, no information may be released without the student's written permission.
- **Never ask a student for his/her SSN.** If they volunteer the information, do not acknowledge the number and continue with the authentication process.
- Never discuss grades or credits earned. Instruct the student how to access this information online.
- Do not offer additional information other than that which is requested.
- If the inquirer persists, and you are uncertain of the identity or whether or not to release the information, ask for assistance from a supervisor.