Bates

Viewing Student Information on the Garnet Gateway
Frequently Asked Questions for Parents

Q. How do I access my student's information on the Garnet Gateway?

A. If you have been granted access by your student, you can view his or her information by following these instructions:

- In the web browser of your choice, open www.garnetgateway.com
- Login using the User ID and PIN which have been mailed to you
- Once you are logged in, click on the View My Student tab (you will be required to change your PIN number and create a security question/answer the first time you login)

Q. How and when will I receive my PIN?

A. After your student has granted you access, a letter containing your Garnet Gateway credentials will be mailed to your home mailing address. It takes about a week for this letter to reach US addresses.

Q. What if I forget my PIN (personal identification number)?

A. If you forget your PIN, you can use the 'Forgot PIN' on the login page. After you type in your ID number, click on 'Forgot PIN' - you will be able to change your PIN once you respond to your security question. If this does not work, please contact Help Desk Services at (207) 786-8222.

Q. I can see my student's bill, but I don't see their financial aid or grades - why is this?

A. Your student controls what you are allowed to see on the Garnet Gateway. Please talk to your student if you wish to have selections added.

Q. I have two children who attend Bates, but only one of my children's names appears as a selection - why is this?

A. Each student must grant you access to his or her individual records. Talk to your student whose name is not listed. He or she must activate permissions for you.

Q. Why am I able to access the Garnet Gateway from home, but get an error message when trying to access it from my place of employment?

A. Many businesses have a firewall that will not allow access to some outside Internet sites. You may wish to contact the network administrator at your workplace to see if an adjustment can be made to the firewall software to permit access to the Garnet Gateway.

Q. Who do I contact if I have questions about what I see behind the Garnet Gateway?

A. If you have questions concerning your student's account or financial aid, please contact Student Financial Services at (207) 786-6096. If your question is about your student's grades, academic holds, or transcript, please contact the Office of the Registrar and Academic Systems at (207) 755-5949.

Q. What is FERPA and is student authorization necessary?

A. The Family Educational Rights and Privacy Act (FERPA) is the federal law which protects the privacy of students and prohibits colleges and universities from disclosing any information from a student's education records without the authorization of the student. For more information on FERPA, please refer to the Bates Catalog or our overview on the web.