

blueView QUICK START GUIDE FOR PARENTS

What is blueView or the portal and why do I need to use it?

blueView is the name Drake has chosen for its web portal-- a secure web site that provides a starting point or a gateway to other resources on the web. It is through blueView that Drake's representatives will communicate with parents.

How do I access blueView? What is my login information?

1. Go to www.drake.edu and click on the blueView link at the top right of the screen. From here you can bookmark blueView so it is always available to you.
2. Your username is your nine-digit Drake ID. Your initial password will be the last 6 digits of your ID number unless otherwise notified.

What do I see once I have logged in?

You will see "tabs" which contain "channels". Your role as a parent automatically gives you access to the following "tabs":

The HOME tab has an Announcements channel which can be used by Drake personnel to target notices specifically to parents. It also contains space to customize your tab with other informational channels.

The SUPPORT CENTER tab provides tutorials on how to use blueView, a directory of available channels and the Top 10 FAQ on blueView. Here you will find a link to change your password, information on customizing your tab and help!

The channels on the PARENT tab are tailored especially for parents. These include "Notes from Old Main," "Resources," "Parent Board notes". There also is a channel where you can update your address/phone/e-mail. "Notes from Old Main" will be updated roughly once a week beginning mid-July and continue throughout the fall semester. Spring semester notes will be less frequent.

May I have access to my student's grades and bill on blueView?

Yes, There are two ways to gain access:

1) Your student may give you access to view her/his midterm and final grades, unofficial transcript, hold(s) on his/her account, or billing and account information.

OR

2) You may submit proof that the student is a dependent for tax purposes. Proof is considered to be a copy of the most recent year's federal tax form showing that the parent claims the student as a dependent. This form should be submitted to Margie Davidson, Director of Student Records. Access will then be created for the parent, and the student

will be notified that access has been given. A new request will need to be submitted annually to maintain access.

Drake University recognizes the importance of and encourages the student-parent relationship throughout the college experience. It is Drake's philosophy to empower students to take responsibility for their academic success, personal development, and professional accomplishments. Open communications between parents and their students is critical. Therefore, it is our goal to inform both parents and students of Drake's policies and procedures and help parents direct their students to appropriate resources to address their own concerns.

Given this philosophy, Drake option 1 to be preferable. **DISCUSS WITH YOUR STUDENT WHETHER THIS IS A GOOD OPTION FOR YOUR FAMILY.**

SOME FREQUENTLY ASKED QUESTIONS ABOUT blueView.

Which browser should I use?

The latest version of most browsers will work to access blueView. We recommend one of the following:

Windows PC: Internet Explorer, Firefox or Safari

Macintosh: Firefox, Safari

I forgot my password. What should I do?

Contact the Drake Support Center to reset your password

515-271-3001 or 800-443-7253

SupportCenter@drake.edu

I remember my password but I've been locked out of the system. What should I do?

If you enter your password too many times incorrectly (perhaps with the CAPS lock on!) the system locks you out. STOP, wait about 20 minutes and the system resets itself. Try again. If you get an error that your account is disabled, call the Drake Support Center. **ONCE A YEAR YOU WILL BE NOTIFIED VIA THE blueVIEW announcements channel to change your password for security reasons.**

Will my account expire?

To keep your blueView account active, log in at least once a week. The account expires after 3 months if you have not used it.

I have a Drake ID but my spouse doesn't. How can he/she get one?

He/she can access a password request form at www.drake.edu/parent and click on the link called "request your Drake ID"