How to Request Access to ConnectCarolina

Background:

This job aide will show UNC-CH faculty and staff how to create a Remedy ticket to request additional access in ConnectCarolina.

Step 1

Go to http://help.unc.edu/index.htm

Step 2

Click the ‘Submit a Help Request’ link

Step 3

Enter your Onyen username and password.

Click the ‘Log In’ button.

Step 4

Select the ‘Type of help needed:’

Select ‘ConnectCarolina-Campus Solutions’ from the drop down list.
Step 5
Click the ‘-Choose a Secondary Issue-’ drop-down menu to refine your request.

Select the area from the drop-down list.

Step 7
Create a ‘Problem Description’.
In as much detail as possible enter your training request.

Step 8
Finalize your request by making sure the following are correct:
- Email Address
- Phone
- Severity
- Update Ticket

Step 9
Click the ‘Submit’ button to send your ticket.

Office of the University Registrar