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Background:
This job aide will show UNC-CH staff how to:

1. Create a Remedy ticket to request the addition of a user account to a class instructor table in ConnectCarolina.
2. Add a staff member to a class as a proxy.

Process:
Request Proxy Access

Step 1
Identify the subjects to add a staff member as proxy.

Step 2
Identify the user PID’s to add to the classes.

Step 3
Go to http://help.unc.edu/index.htm

Step 4
Click the ‘Submit a Help Request’ link

Step 5
Enter your ONYEN username and password
Click the ‘Log In’ button.
Step 6
Select the ‘Type of help needed’:

To modify your ConnectCarolina access select ‘CONNECTCAROLINA-STUDENT-RECORDS’ from the drop down list.

Step 7
Click the ‘Choose a Secondary Issue’ drop down menu to refine your request.

Select ‘Access – Missing Functionality or Security Related Issues’ to request additional proxy access in ConnectCarolina.
Step 8

Include the PIDs you want added as proxies and the subjects to which they need access.

Step 9

Click the ‘Submit’ button

Proxy access should be granted within 24 hours (*Monday thru Friday*) of the Remedy tickets submission.
Proxy Access

Adding a Staff Member to a Course as a Proxy

A staff member can be added to a course as a proxy to assist the instructor in the day to day functions of the class. This includes:
- Communicating with the class via E-mail
- Viewing Class Rosters
- Processing Grades

Navigation:
 Curriculum Management > Schedule of Classes > Maintain Schedule of Classes

1. Enter the Subject Area.

2. Enter the Catalog Nbr:

3. Click the Meetings tab.

4. Locate the ‘Instructors for Meeting Pattern’ area at the bottom of the screen.

5. If an instructor has not been added use the blank line provided. Click on the ‘+’ symbol to add a line.
6. Enter the PID of the staff member.

7. Select an ‘Instructor Role’ for the PID. ‘Proxy’ should be the role for this document.

8. **Access**: This field can also be left blank.

9. Click the ‘Save’ button.

The user account should now have proxy access to the specified class.