

Contents

Background: 1
Request Proxy Access..... 2
Adding a Staff Member to a Course as a Proxy 5

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

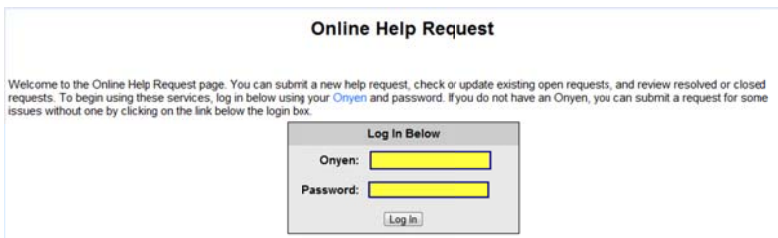
Click the '**Submit a Help Request**' link



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.

Hello, Charles

Web support - Our goal is to assign your request to the appropriate group within 30 minutes, 24 hours a day. Resolution times may vary since some groups work business hours (M-F, 8am - 5pm).
** Required Fields*

Type of help needed: *

CONNECTCAROLINA-STUDENT-RECORDS ?

Access - Missing Functionality or Security Related Issues *

Problem Description*

Please describe your problem.

Include the courses and the ONYENS here

Step 9

Click the 'Submit' button

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

Problem Description*

Choose the type of help needed from the drop-down menus above prior to describing the problem here.

Email Address * charless@email.unc.edu Phone * (919) 962-6334

Severity [Severity Guidelines](#) Important Do you want to receive email every time? No

Click 'Submit'

Submit Clear Form

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.

Proxy Access

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 screenshot shows the 'Instructors For Meeting Pattern' form. The 'ID' field contains '700092633' and the 'Name' is 'MORGAN, LESLIE OLIN'. The '*Instructor Role' dropdown menu is open, showing options: 'Prim In:', 'Prim Instr', 'Proxy', 'Sec Instr', and 'TA'. The 'Proxy' option is highlighted in green.

The screenshot shows the 'Instructors For Meeting Pattern' form. The 'ID' field contains '700092633' and the 'Name' is 'MORGAN, LESLIE OLIN'. The '*Instructor Role' is set to 'Prim In:'. The 'Access' dropdown menu is open, showing options: 'Approve' and 'Grade'. The 'Grade' option is highlighted in green.

The screenshot shows the 'Instructors For Meeting Pattern' form. The 'ID' field contains '700092633' and the 'Name' is 'MORGAN, LESLIE OLIN'. The '*Instructor Role' is set to 'Prim In:'. The 'Access' is set to 'Grade'. The 'Save' button is highlighted in green.

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