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.
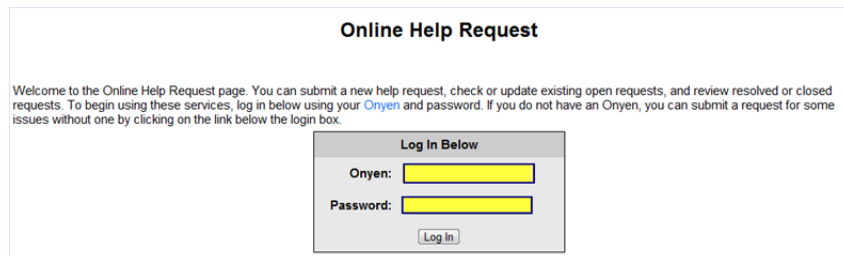
Step 1

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

Step 2

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

> **We're helping you help yourself!**
> The UNC Help site is the home for technology help, support, and resources at the University of North Carolina at Chapel Hill. With over 1700 documents, you're at the right place to find a solution! This page is your gateway to finding answers to most IT related questions at the university.
> **Learn More! »**
>
> 🟢 Submit a Help Request
> 💬 Live Chat
> 🚶 Walk-In Support
>
> ▶ Featured Help Documents
> 1. [Exchange] The Exchange Email Service at UNC Chapel Hill

Step 3

Enter your **Onyen** username and password.

Click the '**Log In**' button.

> **Online Help Request**
>
> Welcome to the Online Help Request page. You can submit a new help request, check or update existing open requests, and review resolved or closed requests. To begin using these services, log in below using your Onyen and password. If you do not have an Onyen, you can submit a request for some issues without one by clicking on the link below the login box.
>
> **Log In Below**
> Onyen: [   ]
> Password: [   ]
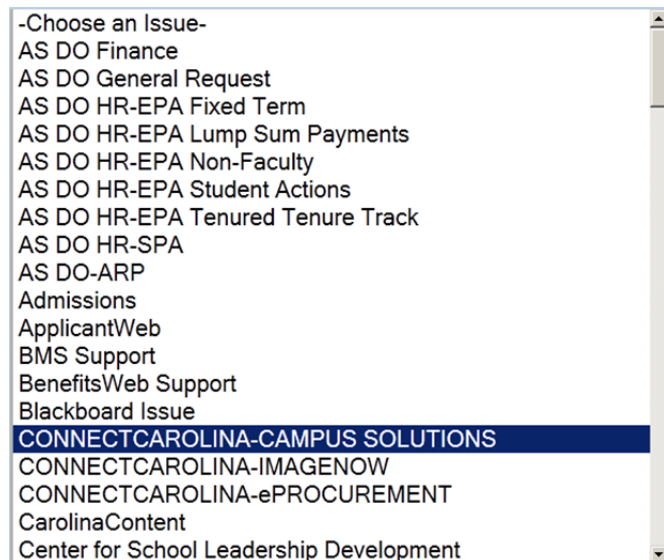> [Log In]

Step 4

Select the '**Type of help needed:**'

Select '**ConnectCarolina-Campus Solutions**' from the drop down list.

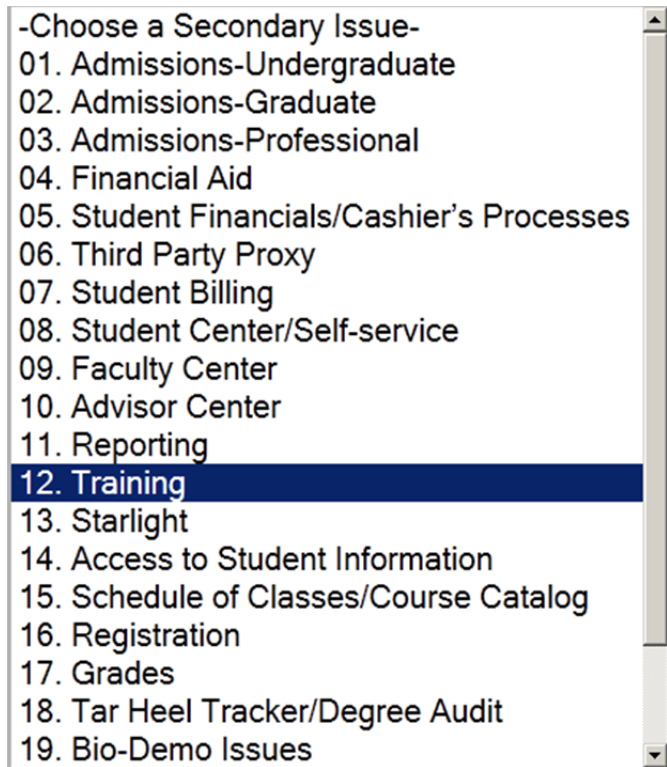> -Choose an Issue-
> AS DO Finance
> AS DO General Request
> AS DO HR-EPA Fixed Term
> AS DO HR-EPA Lump Sum Payments
> AS DO HR-EPA Non-Faculty
> AS DO HR-EPA Student Actions
> AS DO HR-EPA Tenured Tenure Track
> AS DO HR-SPA
> AS DO-ARP
> Admissions
> ApplicantWeb
> BMS Support
> BenefitsWeb Support
> Blackboard Issue
> **CONNECTCAROLINA-CAMPUS SOLUTIONS**
> CONNECTCAROLINA-IMAGENOW
> CONNECTCAROLINA-ePROCUREMENT
> CarolinaContent
> Center for School Leadership Development

Step 5

Click the '-**Choose a Secondary Issue-**' drop-down menu to refine your request.

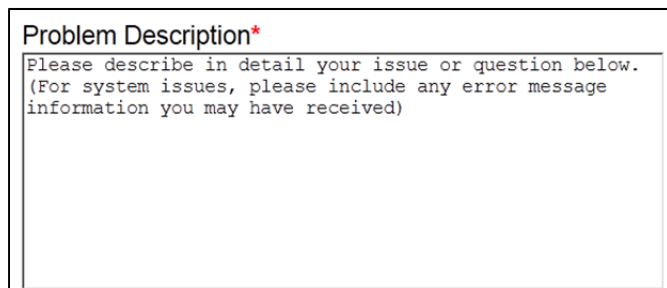Select the area from the drop-down list.

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-Choose a Secondary Issue-
01. Admissions-Undergraduate
02. Admissions-Graduate
03. Admissions-Professional
04. Financial Aid
05. Student Financials/Cashier's Processes
06. Third Party Proxy
07. Student Billing
08. Student Center/Self-service
09. Faculty Center
10. Advisor Center
11. Reporting
12. Training
13. Starlight
14. Access to Student Information
15. Schedule of Classes/Course Catalog
16. Registration
17. Grades
18. Tar Heel Tracker/Degree Audit
19. Bio-Demo Issues
```

Step 7

Create a '**Problem Description**'.

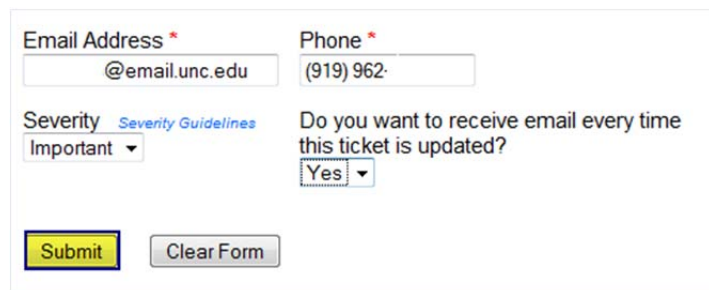In as much detail as possible enter your training request.

Problem Description*

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Please describe in detail your issue or question below.
(For system issues, please include any error message
information you may have received)
```

Step 8

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

Email Address *
@email.unc.edu

Phone *
(919) 962·

Severity *Severity Guidelines*
Important ▼

Do you want to receive email every time this ticket is updated?
Yes ▼

Submit   Clear Form

Step 9

Click the '**Submit**' button to send your ticket.