DT: January 26, 2015  
TO: Access Request Coordinators (ARCs)  
FR: Julie Dockens, Enterprise Applications, ITS  
RE: Process for Reinstatement of Access Lost Due to Terms of Use Non-Compliance

For the past several months (since September 2014), the University has been communicating to all users of ConnectCarolina regarding the need to agree to the Faculty, Staff and Affiliate Terms of Use for University Administrative Systems Policy, known as the Terms of Use agreement. Users are required to read and agree to abide by this policy before using ConnectCarolina in order to ensure proper protection and use of all information stored within the system.

Users were sent numerous reminders, including a final notice on Friday, Jan. 23. While most have complied, there are around 500 individuals who have not. Anyone who had not completed the Terms of Use process by 5pm on Jan. 23 will lose access to ConnectCarolina tomorrow morning (Jan. 27).

Those who have lost access will receive an email Tuesday afternoon, Jan. 27, explaining how to get access reinstated. A Terms of Use Reinstatement form will be attached to the email; this form is also available online in InfoPorte.

Since the reinstatement of access process involves you as an Access Request Coordinator (ARC), here is that process:

- User must review and agree to the Terms of Use (instructions are on the form)
- User completes a Terms of Use Reinstatement form and obtains manager signature
- User submits form to ARC to input into the Access Request Tool to request that access be reinstated
The *Terms of Use Reinstatement* form that non-compliant users will receive is attached; this form is also available online in InfoPorte. The workflow for this process will be available tomorrow (Jan. 27).

**NOTE:** we will inform users who lose access that it may take as long as 48 hours (2 business days) before access is restored even after they have fulfilled the terms of use requirement and requested that access be restored.

**Future Access and Terms of Use**
Going forward, all new users of ConnectCarolina must complete the Terms of Use agreement before access will be granted. As ARCs, please ensure that new users have completed the agreement and attested to it via the form when you submit the access request. Links to the Terms of Use agreement can also be found on the ConnectCarolina portal page (the first page you see after logging in at [https://connectcarolina.unc.edu/](https://connectcarolina.unc.edu/))

**Questions**
If you have any questions, please contact me (Julie Dockens, dockens@unc.edu). We appreciate your help in the proper use and protection of the sensitive data stored in University administrative systems.

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