

ConnectCarolina/InfoPorte Newsletter | August 11, 2016

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Getting Access to Reports in InfoPorte

The process for getting access to reports in InfoPorte is not one size fits all. Some reports require extra security because they show information for departments outside your own or because they show payroll information. It can be challenging to figure out what you need to do for each type of report.

However, help is on the way.

[Read more.](#)



Important Tip for New Hires About

ConnectCarolina Self-Service



Here is an important tip to share with new hires when they first use

ConnectCarolina. New hires should log in to ConnectCarolina (connectcarolina.unc.edu) and then log out, closing their browser. It is recommended to wait at least 5 minutes before logging back in. This allows the system to process an individual's access to ConnectCarolina, including what is available in Self-Service. When the individual next logs in, he will see the Self-Service options such as view paycheck, tax forms and more. If the individual still does not see these links, have him contact the Help Desk at 919-962-HELP or help.unc.edu.

Downloading Excel Files from ConnectCarolina and InfoPorte

If you download files from ConnectCarolina or InfoPorte: Microsoft has released a software patch that causes a problem for those who download files from ConnectCarolina. If you've installed the software patch (and many computers will install the patch automatically), then when you try to download a file, the file simply won't download. No message displays.



Microsoft has provided a workaround. You can view the details here: <https://ccinfo.unc.edu/issuesfixes/>

Non-ConnectCarolina Web Apps Outage on Saturday, Aug. 13, 8am to 11am

There will be an outage of non-ConnectCarolina applications on Saturday, Aug. 13, from 8:00 am-11:00 am. This includes WebTravel, VISP, Pcard, UAS, Finan\$eer, and CBM and Bill Presentation as well as other web



applications; view the complete list here: <https://ccinfo.unc.edu/resources/system-status/>

August Internal Controls Tip of the Month

Q: May an employee be reimbursed for home internet expenses?

A: No, this is a personal expense. The state budget manual allows for internet connectivity while traveling, but not from home. If a Dean believes that reimbursement is permissible due to health reasons or if regular on campus work space has been temporarily unavailable (such as in a remodel), this would be allowable. A memo justifying this reason from the Dean specific to the individual and stating the time period permitted must be attached to every voucher. For more information, see [Policy 1227 – Unauthorized Purchases](#)



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Improving ccinfo.unc.edu to Help You

We've been working to improve the search functionality on the [ccinfo website](#). This is the place where you can find help documentation, webinars, computer-based training and more to help you better use ConnectCarolina and InfoPorte. We've been adding new materials as well as improving search terms and keywords to make it easier for you to find the help you need on ccinfo. Check it out and let us know what you think by emailing connectcarolina@unc.edu.



Update on ConnectCarolina System Performance Survey

This summer, a big focus of the ConnectCarolina team is



improving system performance. System performance refers to how fast a screen displays, data is returned, or a query or process runs. Thanks to the 400+ people who filled out a survey we recently sent out about your experiences with ConnectCarolina system performance (the survey closed Aug. 5). We will make good use of this information as we develop a plan to improve system performance.



Know someone who needs to know more about ConnectCarolina? Forward this newsletter and encourage them to subscribe. Thanks!

