



NEWSLETTER

December 11, 2019

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Coming Soon: Changes for Students

Do you work with students? If you do, you may get questions about changes students will see in ConnectCarolina starting December 12. These changes are focused in three places.



- The **Personal Information** tile where students can see their **Residency Status** and create a new **Student PIN** (details below).
- The **Student Homepage Links** tile where the **Third-Party Proxy** link has been renamed to **Share My Student Information**. This link will be where students identify additional people they want to be able to access their information and create PINs for them.
- The **Agreements & Confirmations** tile where they can click **Mandatory Health Insurance** to see their billing and waiver status for the Student Blue insurance plan. Starting Spring Semester 2020, students will click **Enrollment Confirmation** to confirm participation in their classes (details below).

PINs Will Better Protect Student Information

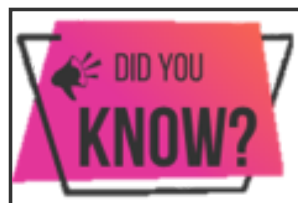
Beginning in Spring Semester 2020, anyone requesting student information – including the student - will be asked to provide a 4-digit Personal Identification Number (PIN). It's like 2-Step Verification over the phone. Students can set up PINs starting Thursday, December 12.

Students can set up a PIN for themselves so that if they need to call to get information about their enrollment or financial account information, the staff member can verify that they're really talking to the student before giving out any information.

They can also set up PINs for anyone they want to be able to access their information, such as their parents or guardians. And when they set the PIN they'll be able to select what type of information they want the other person to be able to get, such as their addresses, their GPA for the semester, and the balance on their One Card account.

Students Must Confirm Participation

Beginning in the Spring Semester, students will need to go to ConnectCarolina to confirm their active participation in each of their classes, which will help the University meet federal regulations. In the new year we'll send out more detailed information to anyone who works with students so they can help support students if they have questions.



Seeing the Last Month Closed Status

If you've been wondering where you can see the status of the last month closed, you can find it by going to finance.unc.edu and clicking on the Accounting icon. It is also posted in ConnectCarolina on the Notifications tile for about a week after the last month closes.

Share Your Tips, Tricks or Advice for Working in ConnectCarolina



As we wrap up the year, we want to hear from you.

Thinking through your experience working in ConnectCarolina, do you have any tips or tricks for working in ConnectCarolina that you think others will benefit from knowing?

Please complete a [one-question survey](#) and share your tip and what area your tip applies to: Finance, Student Admin, HR/Payroll or General. If you include your name and contact information with the tip, we'll enter you in a drawing for a small ConnectCarolina prize and if we use the tip in an upcoming newsletter, we'll credit it to you.

ServiceNow

Tip 1: Reopen a Resolved ticket (if the ticket number starts with INC) by replying to the email notification you receive and typing "please reopen" in the subject line. You can type a note in the body of the email to explain why the issue isn't fixed, and that comment will be recorded in the ticket.



Tip 2: It's easier to find services requests on My Requests page on help.unc.edu. A new field called **Request reminder** lets you make a note of what the request is for so you can find it more easily in your list on help.unc.edu. This is especially helpful if you submit multiples of the same service request such as ePAR issues.

