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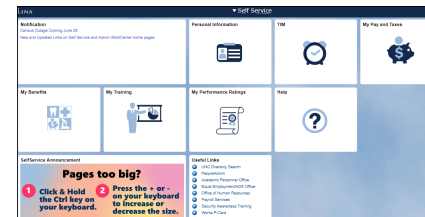


The Dust Is Settling on the ConnectCarolina Makeover

On May 20, when students and staff logged in to ConnectCarolina, they found new home pages and a new way to get around in the system. Even the log in page was new. The change to ConnectCarolina, dubbed the ConnectCarolina Makeover, was the culmination of months of work by the ConnectCarolina team to upgrade to the newest version of the software behind ConnectCarolina.

The feedback we received immediately after the new look went live was that the makeover was well received. Janet Rupert, Director of Accounts Payable and Travel Services commented **"We are running smoothly. Thank you so much for your time and energy in making this an easy transition."**

Carol McDonnell, Associate Director at the Friday Center for Continuing Education, told the team **"...Other navigation screens are definitely different (but better) for the tiles."**

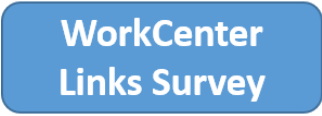


WorkCenter Tile Links

The work isn't finished yet, though—we're still working on improvements. One focus right now is to make sure the WorkCenters for Finance, Human Resources, and Student Administration have all the links you need. We'd like your opinion on what links you'd like

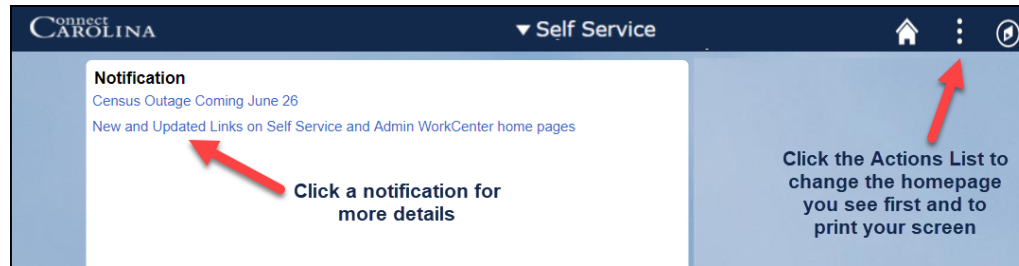
to see added to the WorkCenters you use. Hearing from you is essential. Please consider providing your opinions and insights in this short survey. Click the blue button above.

Read [more](#) about ongoing improvements to ConnectCarolina.

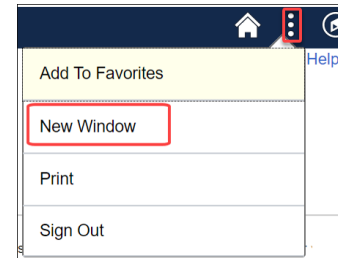


ConnectCarolina Tips and Tricks

- Did you know you can **change the home page** you first see when you log into ConnectCarolina? Click the **Actions List** button (the three vertical dots beside the home button) and choose **Personalize Homepage**. You'll see your available home pages on the left. Drag the home page you want to see first to the top of the list and then click the **Save** button.
- The **Notifications tile** on your home page shows important updates about ConnectCarolina. **Click on a notification to see details.**



- Do things in ConnectCarolina look too small or too large? **You can adjust the size** by holding down the **Ctrl** key on your keyboard and pressing either the **minus (-)** or **plus (+)** key at the same time.
- Do you wish you could look at **more than one screen at a time** in ConnectCarolina? Click the **Actions List** button (the three vertical dots beside the home button) and choose **New Window** to open a page in a new browser tab.



Good News for Access Request Coordinators and You, if You Need Access to a System

If you're an Access Request Coordinator (ARC), you may experience a sense of dread when you receive an access request form for an employee that requires access to more than one area or system because you know that it means an individual request for each system.

Many of you have mentioned that you'd like to be able to submit one request in the Access Request Tool for multiple systems and let the system decide how to route them.

New! Main Request & Sub-Requests

We have good news for you. Later this summer, we'll be rolling out a revamped Access Request Tool that will let you submit one request even if the employee needs access to Finance, HR/Payroll, and Student Admin pages. You'll submit one electronic request, called the main request, and the system will create sub-requests that each go through their separate approval process. Each piece of access will be granted individually, so employees who need access won't have to wait for all access to be approved before they receive any access. A small pilot group will be working with the new tool in early July. As soon as the pilot is completed, we'll send you word that the new features are ready for you to use so be on the lookout for a communication later this summer.

My Benefits Tile: Easier Access to Your Benefits Information

Did you know that you can now access your benefits, leave and retirement forms, including Flexible Spending Account (FSA) claim reimbursement forms, directly from ConnectCarolina?



With the recent ConnectCarolina Makeover, all of that and more is available through the **My Benefits** tile on your Self-Service home page in ConnectCarolina.

If you need help finding it or want more information about what you can see in **My Benefits**, check out this handy [ConnectCarolina Makeover Update](#) reference.

Help Us Help You

In an effort to better serve our campus partners, the ConnectCarolina team has been working with User Experience intern, Carson Pence, a UNC-Chapel Hill graduate student, on a series of focus groups. The focus groups are designed to help us better understand how you get help for ConnectCarolina and how you use our resources. This feedback is key in making our help information better for you. Want to give us your feedback? Join us on **Wednesday, July 17 from 2:00 pm -3:00 pm**, ITS Manning, Room 2400 Use the link below to sign up for the focus group.

[ConnectCarolina Focus Group Discussion](#)

**ConnectCarolina Outage for Summer II
Census on June 26**



Heads up! As part of the Summer II census activities, there will be an outage affecting the Student Administration component of ConnectCarolina on **Wednesday, June. 26**, beginning at 5:00 pm and ending at approximately 12:00 am.

Census is the official University enrollment reporting date. Faculty, students and staff will NOT be able to access ConnectCarolina Student Center during this time. The Finance component is NOT affected by this outage, however, the ePAR hire form for HR/Payroll is affected, as are some services related to Onyen, PID and Guest ID. Click [here](#) to see a complete list of other areas that are affected.



Coming July 30 - ServiceNow Help & Support System

This summer the University is moving to a new system called ServiceNow to manage your requests for help.

One change you'll notice after July 30 is that the help.unc.edu web page will have a new look but you'll still go there to submit online support requests and to see what tickets you have open. Your help requests will still be routed to the appropriate team or resource to assist you. Look for more details about the transition in the next newsletter, and also for emails from the ServiceNow team about the change .



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