Instructions:

Step 1: Go to my.utrgv.edu, and log in.



Step 2: Click on IT support center. [IT Support Center] **Step 3:** Click on the information Technology Button.

support.utrgv.edu/TDClient/1849/Portal/Home/?ToUrl=%2fTDClient%2f1849%2fPortal%2fHome%2f				
	The University of Texas Rio Grande Valley		🕫 👻 Search the client portal 🔍 🛓 Aida Patine	
Hame Mannatan Tedricalay Mannatan Security Office University Palae Maderine Research Faceblas Projects Services —				
	Welcome to the	UTRGV S	upport Center	
	IT Announcements	, [Information Technology	←
	Register for Microsoft Mutilitation Authentication (MHA) COMING SOONI Microsoft End of Support for Windows 10 - Upgrade to Windows 11		Information Security Office	
	Service Alert – Planned Outage: Banner Student Information System an ASSIST		University Police	
	Popular Articles	3	Research	
	Enterprise Resources			
	How to Request IT Support		Medicine	
	<u>IT Неір</u>		Facilities	
	Connecting Second Monitor (DisplayPort Multistreaming) - Laptops			
	Account Help - Unable to Login - Reset Your UTRGV Password or Unlock Your Account		View My Tickets	

Step 4: Click on either the get access icon or the blue hyperlink on the blue accordion button.



Step 5: Fill out form and click on submit.

*NOTE: do not submit a request on behalf of another user. The Requestor must submit their own ticket since Terms & Conditions are accepted at the time of submittal.

Requestor: Person needing access. You may type in email address in this field.

Category: Banner

Resource: Registrar's – Banner Admin

Application Role: Select your Banner role if you know it but you don't select Not Available / Uncertain **Description:**

Make sure to add a justification in the description box and what access you will need to view. Like view run class schedules, review course information, etc....

*Note: See example below.

Also, if you need Assist access that is a different ticket.

	The University of Texas Rio Grande Valley UTRGV. Information Technology
н	ome Student Faculty Staff Clinical Staff Projects/Workspaces Services Knowledge Base
	Service Catalog / Information Security / Identity and Access Management / Get Access! Get Accesss! + Show Help - Hide Help Demand screeps is a University hyphices resource Peorde-Sett Remark File Shares Departmental Emails at:
	Attachment O Browse No file chosen
	Requestor * O 🛔
•	Category* x *
	Resource *
	Description * O
	If this request form is being submitted to obtain access to federally-protected student data as defined by the U.S. Department of Education under the Family Educational Regist and Princey Act (FERPA) of 1914, it is with the understanding that both the immediate supervisor and employee gaining access fully recognize that only data pertinent to the employee's scope (recomprishing is to builted) and advance of this access is constrained avoid to the other accessed or discussed with individuals who do not have a documented legitimate educational interest in the student data being accessed.
	EULA Agreement EULAgreement approval is now via EMAIL
	Request

Step 6: Click on Request button to submit.

Step 7: Check your email and approve your access request as well as following up with your supervisor to approve request.

Step 8: Wait for workflow approvals to be completed.

Step 9: Receive email that access has been approved!

Step 10: Log in and navigate in Banner Admin!