

## Banner – Student Max Hours

### Registrars – Student Max Hours

**Intended/Type of Requestor:** General users who need access to the Student Max Hours Functionality in SSB9. You need to provide your *ABC123 identifier*.

**Prerequisite:** SSB9 - Assist Advisor access

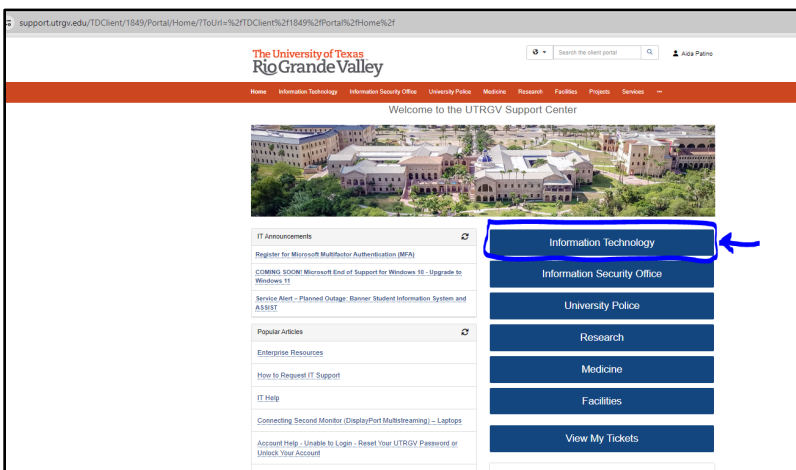
### Instructions:

**Step 1:** Go to [my.utrgv.edu](http://my.utrgv.edu), log in.

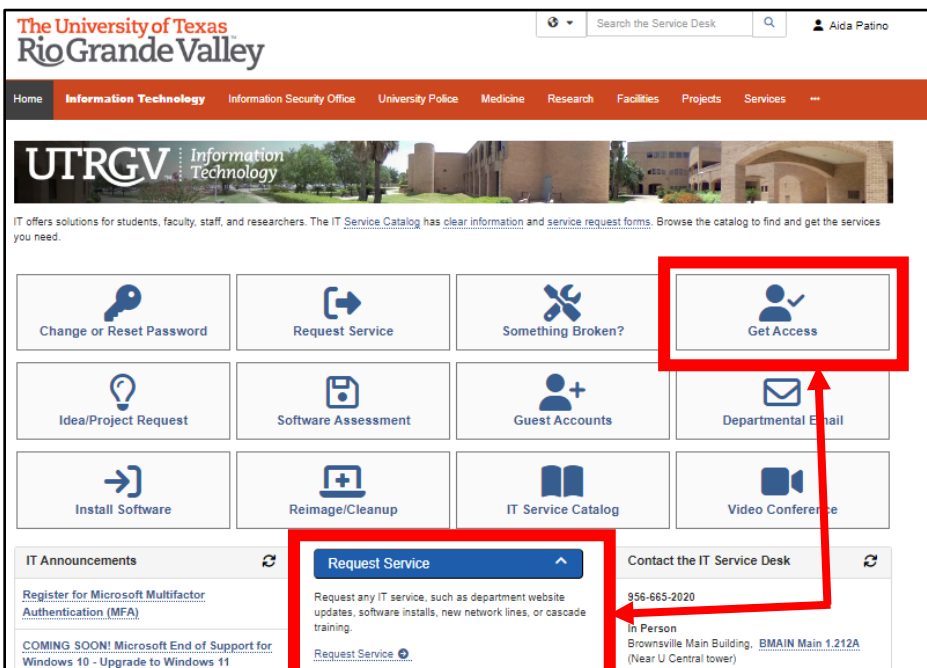


**Step 2:** Click on IT support center.

**Step 3:** Click on the information Technology Button.



**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 your email address in this field.

**Category:** Banner

**Resource:** Registrars – Student Max Hours

**Application Role:**

- Administrative Support - select this role if you are a FT employee and support a college.
- Clerical Support - select this role if you are a part-time nonstudent employee.
- Faculty/Advisor - select this role if you are a FT faculty member or academic advisor.
- Non-Academic Staff - select this role if you are a FT employee but don't support a college (not faculty or Advisor).

**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.

Get Access! + Show Help - Hide Help

Request access to a University business resource: PeopleSoft, Banner, File Shares, Departmental Emails, etc.

Attachment

Browse... No file chosen

Requestor \*

Aida Patino ▼ 🔍 ✕

Category \*

Banner ✕ ▼

Resource \*

Registrars - Student Max Hours ✕ ▼

Student Max Hours \*

☐ Administrative Support

☐ Clerical Support

☐ Faculty/Advisor

☐ Non-Academic Staff

Description \*

Format ▼ Font ▼ Size ▼

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 Rights and Privacy Act (FERPA) of 1974, 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 of responsibilities is to be utilized, and abuse of this access is considered a violation of FERPA. Under no circumstances is protected student data to be shared or discussed with individuals who do not have a documented legitimate educational interest in the student data being accessed.

**Submit**

**Step 6:** Click on “SUBMIT” button to submit.

**Step 7:** Wait for workflow approvals to be completed.

**Step 8:** If your ticket is approved, you will receive email that access has been approved! If your ticket is not approved, you will receive an email indicating your request was rejected. You will need to click on the link and see the comments added to the ticket to see why it was rejected. In some instances, the justification was insufficient.

**Step 9:** Log in and navigate to Assist!

*Note: Justification is needed in the body of each ticket request. Educational interest must be determined and is based on employee's job description. Other restrictions may apply. Roles determined by Data owners and system admin.*

*If you need training on how to complete this process, please contact the Registrar's office to request the user guide for the student max hour process.*