Banner Self Service Assist

Banner Self-Service Assist(Provide SSID)

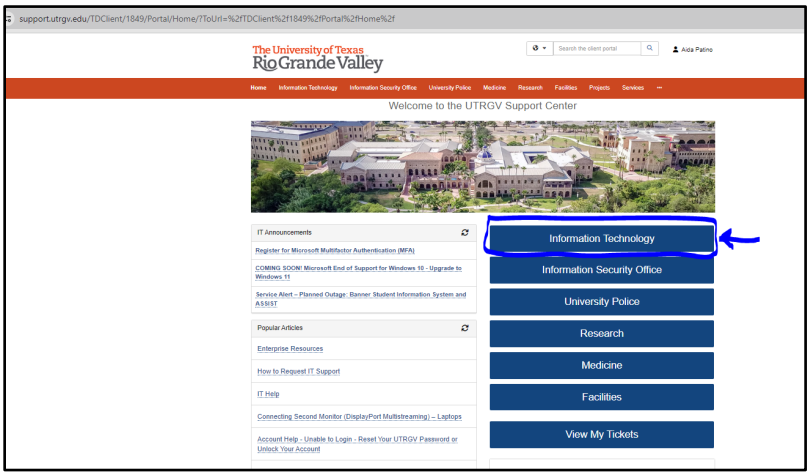
Intended/Type of Requestor: Users who are faculty or individuals who will advise students. Access can only be given to FT or PT staff. Student employees will not be granted access. Banner ID needed. This is not employee ID or ABC123 identifier. This is similar to a student e.g. - ID 200-00-002.

Instructions:

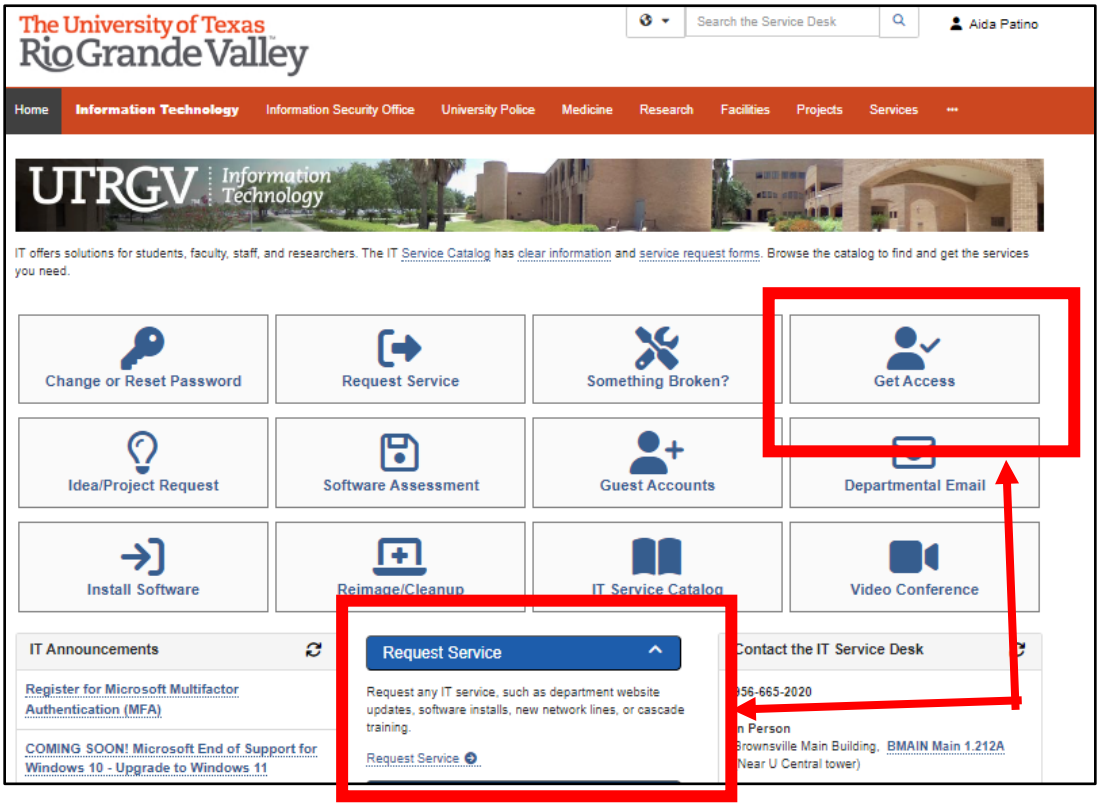
Step 1: Go to my.utrgv.edu, log in.

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 the access. You may type in email address in this field.

Category: Banner

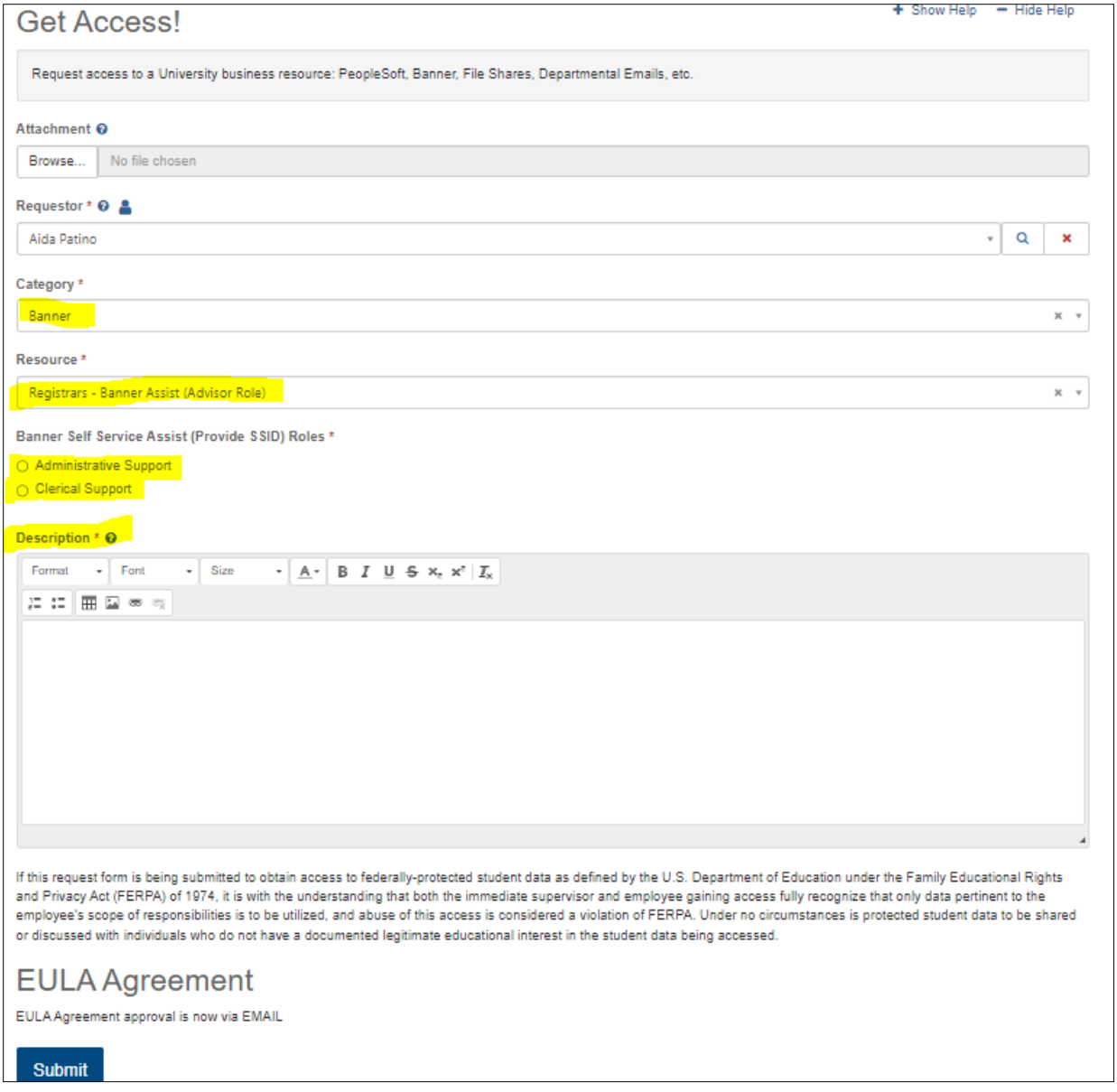
Resource: Registrars – Banner Assist (Advisor Role)

Application Role: Administrative Support or Clerical Support (chose one)

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.



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: 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 10: Log in and you may now review student information.

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.