How do I request access to the Imaging System?

Tell Me

Before submitting the form, please make sure you have signed the University Confidentiality Agreement form, see this FAQ for more details.

1. To request access, click the link ITS ImageNow Add/Remove Access Request
2. Login with your NinerNet credentials
   a. The online access request form will open in a browser window. Your 800# and name will be displayed

   ![Web Authentication at UNC Charlotte](image)

   NOTICE: YOU MUST close and exit your browser program after log out to ensure security.

3. Enter UNC Charlotte ID or name (Last, First) of the person requesting access (or requiring removal) and click the TAB key
4. Enter in a brief description in the Reason for Request text box
5. Click on the drop-down list and select either Add Imaging Access or Remove Imaging Access

   ![Information Technology Services](image)

   Notice: Your request will be forwarded to the departmental Imaging supervisor, or each access group owner, for approval. An email will be sent to you when a decision for each group has been received. Please email ImageNowHelp@unc.edu if you have any questions about the form or an error occurs.

   Copy User From will display. You can select an existing Imaging user and copy those permissions or select each security group(s) individually
   a. If Add Imaging Access is selected, click the TAB key
   b. Copy User From will display. You can select an existing Imaging user and copy those permissions or select each security group(s) individually
      i. To copy: Enter the Copy User From imaging user’s 800# or name (Last Name, First Name) and press the TAB key. The user’s name and all the security groups associated with that user will display

6. Select the Category drop down list and select the appropriate Category (e.g. ITS, TAX, HR, PAY)
7. Select the **Security Group** (e.g. ITS SGA External Viewer, GA FTR Approver, PAY Payroll Processor, or HR HRIS Supervisor) from the Access Group drop down list

   a. The Supervisor security access group has the ability to delete documents and approve access requests

8. All Imaging users must verify that they have read and understand the Imaging [PCI Compliance](#) and [Data Security](#) procedures

9. Enter your initials beside By initialing and submitting this document, you are indicating that the person listed in the "User Information" section has read and understands the Data Security and PCI Compliance procedures and policies

10. Click **Submit Access Request** to submit the form

11. Click the **Start New Form** button to clear and submit another form for access

12. Close the browser or tab to exit

---

**Related FAQs**

- What is the imaging system and how do I log in?
- How do I sign the University Confidentiality Agreement in Banner using My UNC Charlotte?
- How do I request access to the Imaging System?
- How do I approve or deny an imaging system task using a browser?
- How do I search for documents in the Imaging System?