

Welcome to myKnight STAR

Whether you are a first-time or experienced user, you will find valuable features that will contribute to your daily operations. This guide will provide you an overview for how to gain access to myKnight STAR.

Gaining Access to myKnight STAR

Determine Need

- Your supervisor, based on your assigned tasks, will decide on the **myKnight STAR user role** to meet your business need. They will inform you of which applicable training to enroll and complete.
- Supervisors/Managers:** If you have a question about access or training, email myKnightSTAR@ucf.edu.

Complete Web Training


- Complete **FERPA Webcourse (SR100W)**. *Must be completed every two years.*
- Complete the appropriate **myKnight STAR training** for your user role. **See table below.**

Request Access

- Complete the quizzes in myKnight STAR and FERPA with at least an 80%.
- The supervisor should follow their college and/or division process for security authorization which may include submission of an e-form or use of the myKnight STAR call ticket.

Additional Support

- Complete any follow-up training or shadowing needed within your unit.
- New academic advisors must also complete MKS102- myKnight STAR Advisor Consultation.
- Begin using myKnight STAR!
- Visit <https://academicsuccess.ucf.edu/ssa/myknight-star/> for support resources, materials, and more!



Required Training

There are two online courses through myUCF that must be completed with a passing score.

- 1) **FERPA training** (sponsored by the Registrar’s Office: **SR100W**; valid for two years).
- 2) myKnight STAR Training based on User Role. See table below to identify designated role and the corresponding myKnight STAR course.

Job/Role	myKnight STAR Role	Training Course
Student/OPS employees (tutors, peer mentors/advisors, etc.) Front desk staff / Administrative support staff	Basic Access	MKS002
Academic advisors working in the Colleges Advisors working in supplemental advising units (non-department)	Professional Advisor	MKS101
Leadership in College advising or advising units (non-department)	Location Admin	MKS101
Department Academic Advisors / Faculty Advisors	Department Advisor	MKS101
Leadership in departmental advising units (non-college)	Department Manager	MKS101
Professional staff in resource/support offices and coaching units	Resource Advisor	MKS103
Leadership in departmental non-advising support offices	Resource Manager	MKS103
Staff in SARC	Tutoring Manager	MKS103
Leadership in SARC	Tutoring Loc Admin	MKS103
Tutors and Learning Assistants in ASSA	ATH-Tutor	MKS002
Academic advisors working in ASSA	ATH-Advisor	MKS101
Lab monitors/roles that solely support the kiosk/check-in feature	Kiosk	SR100W only
Leadership in locations that only have MKS kiosk/check-in	Kiosk Manager	SR100W only + location set-up

myKnight STAR Access Request

- Once training has been completed, the supervisor should follow their college and/or division process for security authorization which may include submission of an e-form or use of the myKnight STAR call ticket.
- The myKnight STAR call ticket can be accessed via Service Now:
https://ucf.service-now.com/ucfit?id=sc_cat_item&sys_id=42c7a1421b38c1d4ac82a648624bcbce

Helpful Hints for Determining Access:

- ✓ Ensure that the training course taken matches your role and responsibilities. Failing to take the correct course may delay your access to myKnight STAR.
- ✓ Graduate Assistants may be provisioned the same access as professional staff in your area, provided they are performing those responsibilities as part of their normal job duties.
- ✓ Ad Hoc permissions are available for several features (Analytics, Reporting, and Text Messaging). These features are normally reserved for the leadership within an office but can be delegated if necessary.

Support Resources

- Visit the myKnight STAR webpage to access training resources and submit tickets:
<https://academicsuccess.ucf.edu/ssa/myknight-star/>
- Utilize the myKnight STAR call ticket via Service Now to request technical assistance, provision user access, and request changes to location set-up/configurations:
https://ucf.service-now.com/ucfit?id=sc_cat_item&sys_id=42c7a1421b38c1d4ac82a648624bcbce
- Other inquiries or requests: myKnightSTAR@ucf.edu