

## Process Overview: 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](mailto:myKnightSTAR@ucf.edu)*

### Complete Web Training

- Complete **FERPA Webcourse**. *Must be completed every two years.*
- Complete the appropriate **myKnight STAR training** for your user role. **See table on page 2.**

### 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 MKS 102- myKnight STAR Advisor Consultation.
- Begin using myKnight STAR via myUCF >>> Staff Applications menu or directly at <https://ucflorida.campus.eab.com/> (still requires SSO).
- Refer to **Support Resources** on **page 2**.

## Required Training

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

- **FERPA training** (sponsored by the Registrar's Office: valid for two years)
- **myKnight STAR Training** (MKS prefix) based on User Role- see table on page 2

## Enrolling in Training

Employee will enroll in myKnight STAR training via Workday by searching for the MKS course prefix (MKS####) and/or title. (type "lrn: MKS####" in global search at the top of Workday as a shortcut to training sign up)

**Workday > Learning app > Discover > Browse Learning**

[www.myworkday.com/ucf/learning/discover](http://www.myworkday.com/ucf/learning/discover)

### Training by Role

Job/Role	myKnight STAR Role	Training Course
Academic advisors working in the Colleges; Academic advisors in specialized and department units with director approval	Advisor Advanced Access	MKS101
Advising directors in colleges and other advising units	Advising Location Admin	MKS101
Department academic advisors; Success Coaches	Advisor-Coach Standard Access	MKS101
Leadership in departmental advising units (non-college); Leadership in Coaching units	Advisor-Coach Manager	MKS101
Academic advisors working in ASSA	ATH-ASSA Advisor	MKS101
Tutors and Learning Assistants in ASSA	ATH-ASSA Tutor	ASSA training
Professional staff in resource/support offices (non-advising)	Resource Support	MKS103
Leadership in resource/support offices (non-advising)	Resource Manager	MKS103
Professional staff in SARC	Tutoring Manager	MKS103
Leadership in SARC	Tutoring Loc Admin	MKS103
Student staff/tutors in SARC	Basic Tutor	MKS002
Student/OPS employees (tutors, peer mentors/advisors, etc.) Front desk staff / Administrative support staff	Basic Access	MKS002
Peer Knights Coach (student role)	Peer Support	MKS002
Lab monitors/roles that solely support the kiosk/check-in feature	Kiosk	FERPA only
Leadership in locations that only have MKS kiosk/check-in	Kiosk Manager	FERPA only + location set-up
Cases- for users whose only function in MKS is to launch and/or respond to cases	Cases	MKS104*

\*Course will be available in Workday in March 2023- contact [myKnightSTAR@ucf.edu](mailto:myKnightSTAR@ucf.edu) in the interim.

### 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](#). **Please note that it typically takes 24-48 hours for training completion to route to the e-form.**

### Helpful Hints for Determining Access

- ✓ Ensure that the training course taken matches role and responsibilities. Failing to take the correct course may delay 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.

### Support Resources

- Visit the [myKnight STAR webpage](#) to access training resources and submit tickets.
- Utilize the [myKnight STAR call ticket](#) via Service Now to request technical assistance, provision user access, and request changes to location set-up/configurations.
- Other inquiries or requests: [myKnightSTAR@ucf.edu](mailto:myKnightSTAR@ucf.edu)