



Frequently Asked Questions (FAQs) for New Aggie Access Student (Banner SSB9)  
North Carolina A&T State University  
Office of the Registrar

## Registration

- 1. Does it matter if I access the registration menu OR any other links that I see on the Student Dashboard or the Student Profile page?**
  - No, both links/pages will direct you to the registration menu or the link that you want to view. (i.e. view grades, transcripts, etc.)
- 2. I do not see the correct/current term?**
  - Go to the top of the Student Profile page and directly above your photo in the black line there is a term drop down menu. Select the correct term.
- 3. I tried to register for a course and received an error. What do I do next?**
  - First, check the error message at the top right screen (in red). If you received any of the following errors, you must contact your **academic advisor** for further assistance.
    - **Advisor approval error**
    - **Campus error**
    - **Capacity error**
    - **Classification error**
    - **College error**
    - **Co-requisite error**
    - **Dean approval error**
    - **Departmental approval error**
    - **Duplicate section error**
    - **Honor's Advisor approval error**
    - **Instructor approval error**
    - **Major restriction error**
    - **Pre-req/test score error**
- 4. How do I know that I successfully registered for a course?**
  - The course will appear in your cart with a status of "**registered**". If the status appears as "**pending**", the registration is not complete and you have not fully registered for the course.
- 5. Why do I keep getting error messages when I try to drop the last class off my schedule?**
  - **You are not able to drop your last class in New Aggie Access.** If you no longer wish to attend North Carolina A&T State University, you must complete a University Withdrawal form. This form must be completed regardless if it is still the add/drop period. We will process your submitted form according to the date submitted. If this is during add/drop, your courses will be dropped. If it is after the add/drop period, the form will be processed as an official withdrawal and your

courses will be awarded final grades of 'W'. Please note, there is a 16.00 credit hour withdrawal limit. This is a UNC System-wide [policy](#).

## Transcripts/Grades

6. **Can I print off an official transcript by using the (type) option on the transcript page?**
  - No. The *type option* only allows you to select “**Self Service Transcript**” type. The only transcript available for printing in the New Aggie Access is an unofficial transcript.
7. **What is the difference between choosing “Academic Transcript” and “Request Printed/ Official Transcript”?**
  - If you select “**Academic Transcript**” this will take you to your **unofficial transcript**. If you select “**Request Printed/Official Transcript**”, you will follow a series of prompts to take you to the request for an official transcript at the **National Student Clearinghouse** website.
8. **How do I view my midterm and final grades?**
  - You can select the “**view grades**” link from the **Student Dashboard** or from the **Student Profile**. Once there, select your desired term and the midterm and final grades will display for each course.

## General Questions

9. **How do I return to my Student Profile?**
  - At any time, you may return to your **Student Profile** by clicking on the **North Carolina A&T State University** logo in the top left corner. This will take you back to the **Student Dashboard** landing page. From there you can select the **Student Profile** link.
10. **How do I return to my Student Dashboard?**
  - At any time, you may return to your **Student Dashboard** by clicking on the **North Carolina A&T State University** logo in the top left corner.
11. **What is Degree Works?**
  - Degree Works is our university-wide degree tracking system. This tool allows you to monitor your progress toward your degree. It also allows you to see in real-time your overall academic well-being.
12. **How do I view my balance for the term?**
  - You may view your balance per term at the **Student Accounts** menu by selecting “**Account Summary**”.
13. **How do I make a payment on my account?**
  - You may make a payment from the **Student Accounts** menu by selecting “**Account Summary**”. Click on the “**Pay Now**” button to be directed to the payment portal.
14. **How do I make changes to my personal information? (Address, Phone Number etc.)**
  - Access the **Student Dashboard** and select the “**Personal Information**” link located under the **Student Records** menu.
15. **How do I apply for graduation?**

- Select the “**Application to Graduate**” link from the **Student Dashboard** or from the **Student Profile**. Select your term and follow the steps to complete the *Code of Conduct*.

**16. Can I change my Student Profile picture?**

- If you would like to change your student profile picture, you must take a new Aggie OneCard photo. They are located on the 2<sup>nd</sup> floor of the Student Center.

**17. How do I find my advisor or professor's contact information?**

- You may view your advisor’s contact information in the **Student Profile**. You may view your instructor’s contact information from the **Student Profile** in the **Registered Courses** box. Both are hyperlinked to send an email with ease.

**18. Are there instructions to help me navigate the New Aggie Access (Banner SSB9)?**

- Yes. You may find instructional videos and step-by-step guides at the New Aggie Access for Students webpage: <https://www.ncat.edu/provost/academic-affairs/usso/student-aggie-access.php>

## Aggie Proxy Access/Students

**19. How do I setup a proxy in Aggie Proxy Access? Where can I find instructions?**

- Go to [www.ncat.edu](http://www.ncat.edu) and under Quick Links, click on *Aggie Access Online*. Once there, click on **STUDENT** (under the self-service dashboard). Once you have entered your Aggie Access Dashboard, click on the **PROXY Access** link (located under the *Student Records* menu) and follow the prompts.
- Go to [www.ncat.edu/registrar](http://www.ncat.edu/registrar) and click on the **Proxy** (located in the menu on the left side of the screen). There you will find step-by-step guides and step-by-step videos.

**20. Can I have more than one person as a proxy? Who can I grant access to?**

- Yes. Feel free to add or remove as many proxies you choose.
- Proxy access may be granted to anyone you choose: parents, guardians, spouses, partners, etc.

**21. Can I remove a proxy?**

- Yes, you can remove a proxy at any time. When a proxy is created, the access defaults to 1 calendar year. If you choose to remove access before the year has ended, log back into your Proxy Access and click on the ‘*edit pen*’. There you can change the end date to disable access. If you select the ‘*trashcan*’, it will delete the proxy immediately.

**22. What records can I grant access to?**

- Using proxy access, you can grant **view-only** access to:
  - Account Summary
  - Award Offer
  - College Financing Plan
  - Financial Aid Award History
  - Financial Aid Dashboard
  - Financial Aid Notifications
  - Financial Aid Resources
  - Financial Aid Satisfactory Requirements
  - Student Grades

- Student Profile
- Tax Notification 1098T

**23. Do I have to setup a passphrase? What if my proxy cannot remember the passphrase?**

- Yes. If you want to be able to have your proxy call and speak to faculty/staff/administrators on campus, they must have the passphrase in order to communicate matters concerning you, the student.
- If your proxy calls in and cannot successfully provide the passphrase, they will be directed to contact you to retrieve the passphrase.  
Faculty/Staff/Administrators cannot provide the passphrase.

**24. Am I obligated to use proxy?**

- No. Students have the right to refuse proxy access to a family member or guardian if they choose. If you have questions surrounding FERPA and your rights, please click the link and read through the statute.  
<https://www.ed.gov/about/ed-overview/required-notices/privacy-program>

## Aggie Proxy Access/Parents & Guardians

**25. How do students grant someone proxy access?**

- Current NCAT students login to Aggie Access to add a new proxy.

**26. What if the information I want or need is not visible to me as a proxy?**

- If the information is included in the list above of records that are allowed viewable access, please contact your student and ask for additional authorizations. Some information such as weekly grades, tests, quizzes, homework assignments, Canvas assignments, HiPAA protected information is not available in Proxy Access.

**27. Can I change my student's schedule?**

- No. Proxy access is view only. You cannot make any changes.

**28. Are there records that a proxy cannot see?**

- Yes. The access granted to you by your student will only contain information related to the records associated with the list above. Emails, texts, weekly grades, tests, quizzes, homework assignments, Canvas assignments, HiPAA protected records are some examples of records a proxy is not permitted to view.

**29. What records can I be granted to a Proxy?**

- Using proxy access, you can grant **view-only** access to:
  - Account Summary
  - Award Offer
  - College Financing Plan
  - Financial Aid Award History
  - Financial Aid Dashboard
  - Financial Aid Notifications
  - Financial Aid Resources
  - Financial Aid Satisfactory Requirements
  - Student Grades

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**30. What if I forget my password? What if I cannot remember the passphrase?**

- If you forget your password, you may click on the forgot password link or contact your student so that they can reset your password.  
Faculty/Staff/Administrators **do not** have the ability to reset passwords.
- If you forget your passphrase (which is different from your login password), you must contact your student so that they can communicate the passphrase.  
Faculty/Staff/Administrators **cannot** provide passphrases.