Hey Grads,

Check Your Tech

By: Your ITS Service Desk

After graduation, you will no longer have access to Onyen services including:

- Heelmail
- OneDrive
- Office 365 apps
- Adobe Creative Cloud
- Virtual Lab

The following services are terminated immediately after graduation.

- CCI Printing
- Qualtrics

The warranty on your CCI laptop is through the manufacturer (Lenovo or Apple) and covers hardware malfunctions. The Accidental Damage and Insurance coverage on your laptop covers fire, theft, and physical damage (spills, drops, etc.). If you receive information in the mail about renewing your Safeware insurance coverage, make sure you contact Safeware for details of your model-specific coverage! You can contact manufacturers prior to the expiration of your warranty for a warranty extension.

Heelmail Access

Once your Onyen expires, you cannot access your e-mail account!

Before you leave, follow these steps:

- Set up an autoreponder message. This lasts for up to 1 year after graduation.
  https://help.unc.edu/help/can-i-set-up-a-vacation-autoreponder-for-my-email-account-when-i-am-away/
- Take your unc email off any services where it is listed as a recovery account like Apple, Gmail, and any entertainment or music streaming services.
- Save the emails you care about. Here’s how:
- Consider an Alumni Account. (Please note that this Alumni Account is not connected with your student Heelmail account and forwarding your Heelmail to any other account is not possible.)
  https://alumni.unc.edu/alumni-email

Softwear Care

After graduation, you lose your current affiliation with the university and are ineligible for its services!

Visit the ITS Service Desk to have your laptop serviced before graduation. Software installations, virus removals, and software upgrades are available.

This is available for all UNC students, not just CCI laptop owners.

Please keep in mind that most software and requests require leaving your computer with us for several days, depending on volume. If you need help graduation, visit early!

Software CARE

Connect Carolina

Visit the Student Center: http://connectcarolina.unc.edu

You can find links to:

- Order an official transcript
- Print an unofficial transcript
- Pay outstanding tuition bills
- Acquire billing statements and 1098-T tax forms

Once your Onyen expires, you will need to create a UNC Guest ID to access these services. Your UNC Guest ID should not be your Heelmail account. To create a UNC Guest ID as an alum, please visit:
  https://account.itsapps.unc.edu/register/alumni

Extended Laptop Care

For assistance with your CCI laptop after graduation, there are some helpful phone numbers:

- Lenovo: 1-800-426-7378
- Apple Care: 1-800-800-2775
- Safeware: 1-800-800-1492
- UNC Student Stores Tech Shop: 1-919-962-2422

Please keep in mind that most software and all hardware requests require leaving your computer with us for several days, depending on volume. If you need help before graduation, visit early!

Help Request Chat Us Call 962-HELP Walk-in Support

Stay in Touch!

https://help.unc.edu/uncservicedesk

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