



Onboarding a New Team Member

This is designed for supervisors/managers/directors to understand the onboarding process for a new team member in Student Hub. Please ensure all of these steps are complete before they begin their work for your office. This is particularly important for Advisors. If there are any questions, please email shconnect@unm.edu.

Scheduler – Steps 1 & 2

Support – Steps 1 & 2

Advisor – Steps 1, 2, 3, & 4

Faculty Advisor – Steps 1, 2, 3, & 4

Step 1: Getting your new employee access to Student Hub

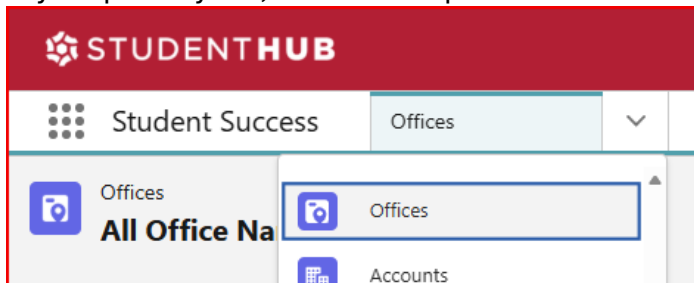
- New UNM employee – please visit the Accessing Student Hub instructions here: <https://advisement.unm.edu/resources/student-hub/index.html>. This page includes directions for gaining access to the system.
- An existing UNM employee moving into your unit who has already had access to Student Hub will likely need to resubmit their BAR roles. Please ensure the new BARS are approved before your new team member starts working in the system. After you approve the BAR roles, email shconnect@unm.edu your updated workbook to include your new Team Member.

Step 2: Processing of Team Member

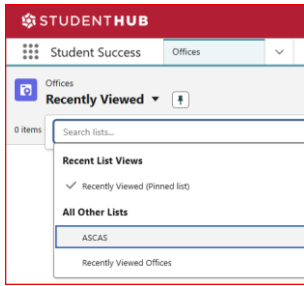
- IMPORTANT: Do not have the new employee start working in the system until you get confirmation from shconnect@unm.edu that the workbook has been processed in the live Student Hub environment. (The Banner Authorization email is NOT the confirmation.)
- Once we have completed the process on our side, we will send you an email from shconnect@unm.edu confirming that the new employee has been added to your team.

Step 3: Updating Team Member Details

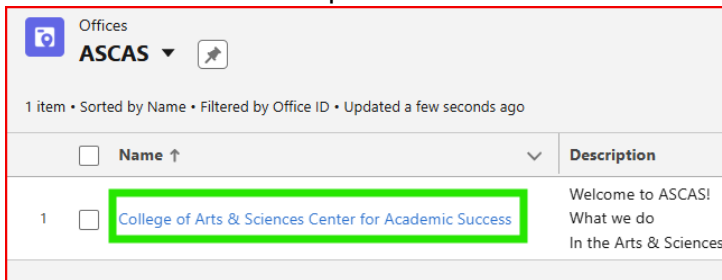
- From your primary tab, click the drop-down arrow and select Offices.



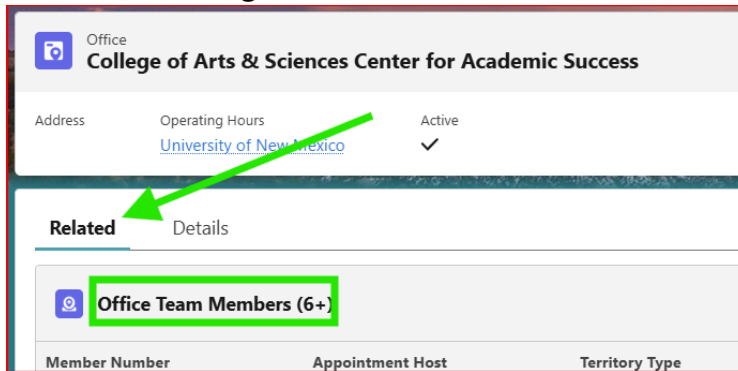
- Select your office:



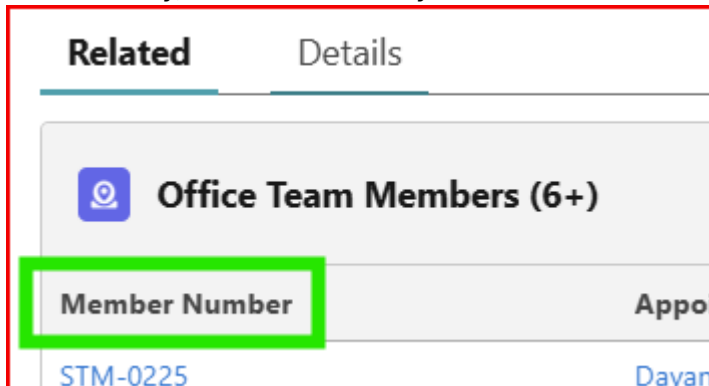
- Click your office name:
 - This will take you to your office's profile. Here you can edit details about your office, but DO NOT edit these two pieces:
 - Name – do not touch, as it will impact every connection piece
 - Show to Prospective Students – do not edit the box



- Click the Related Tab to go to Office Team Members.



- Find your newest Team Member and click their Member Number (STM-###):
 - PLEASE READ: You do not need to add the Team Member. We have added your new advisors to your office as part of our standard process. If you do not see them immediately, click View All. If you still do not see them, email shconnect@unm.edu



- A new tab will open for that specific Team Member:

Office Team Member
STM-0245

Territory Type: Secondary | Office: [College of Arts & Sciences Center for Academic Success](#) | Appointment Host: [Jennifer Lucero](#)

Details

Fields

Information

Location	Appointment Host	Jennifer Lucero
Drop-in Details	Appointment Host	Jennifer C. Lucero
Virtual Appointment Link	Office	College of Arts & Sciences Center for Academic Success
	Territory Type	Secondary

> Additional Fields

- Update the three following pieces:
 - Location – there should be a drop-down menu to select from. If you do not see the appropriate location/office, please email shconnect@unm.edu, and we can create one.
 - Drop-In Details – this is customized for that advisor’s specific drop-in information. It can be edited as you see fit.
 - Virtual Appointment Link – the link shared with students who schedule a Virtual Appointment.

Your newest Team Member is now ready to go!