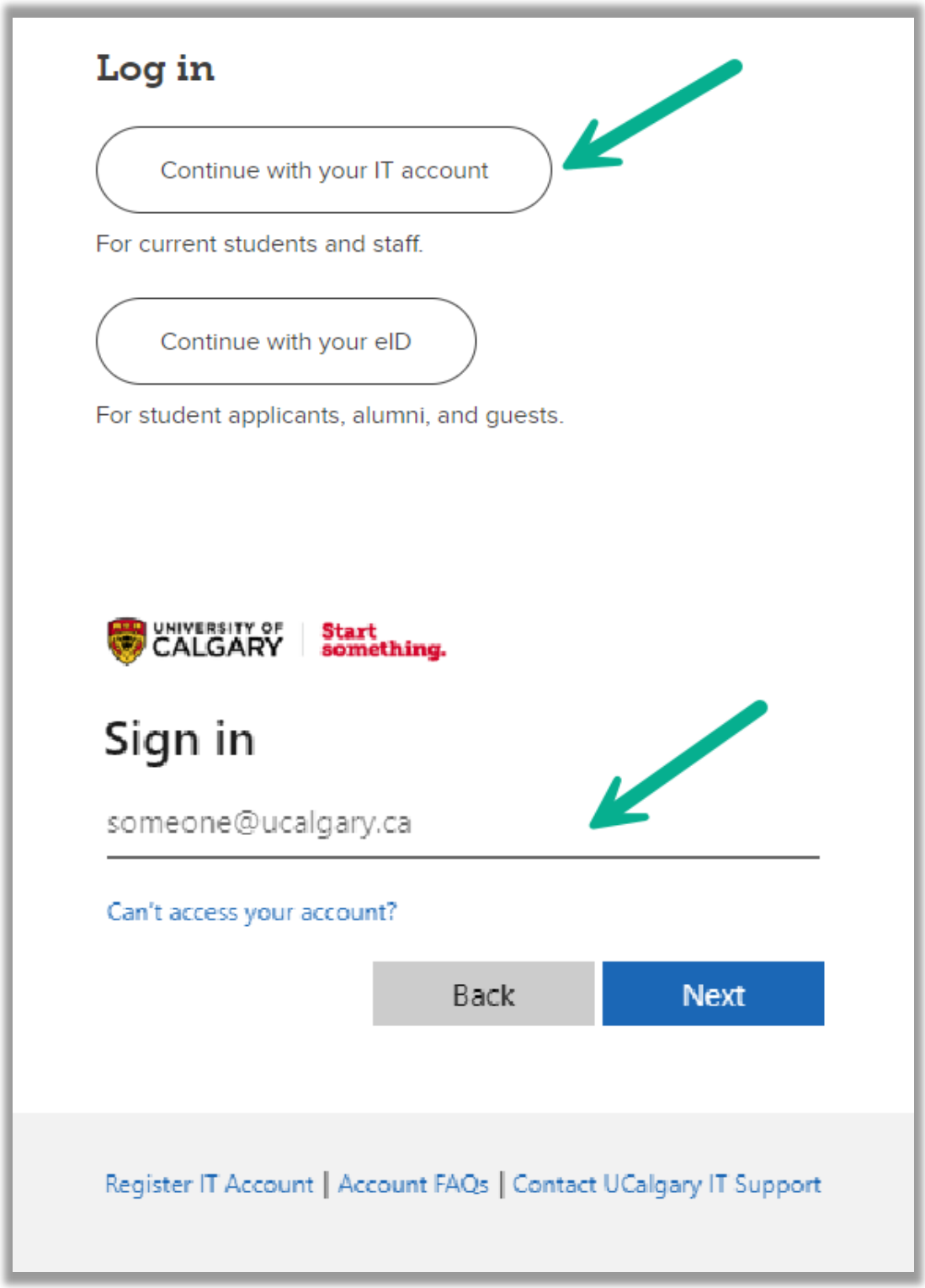
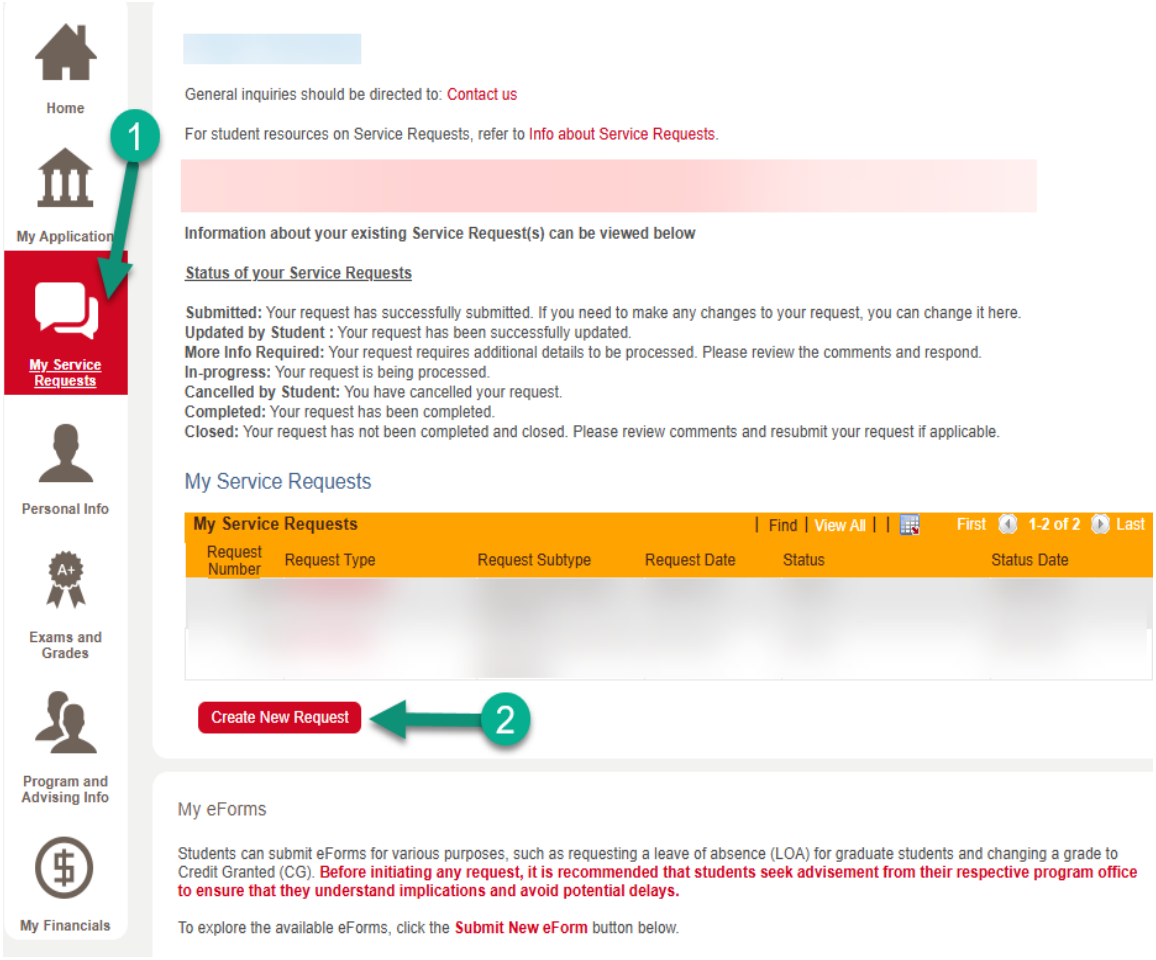
This document outlines the procedures to create a **Part time Alberta Student Aid (ASA) service request** in the student portal.

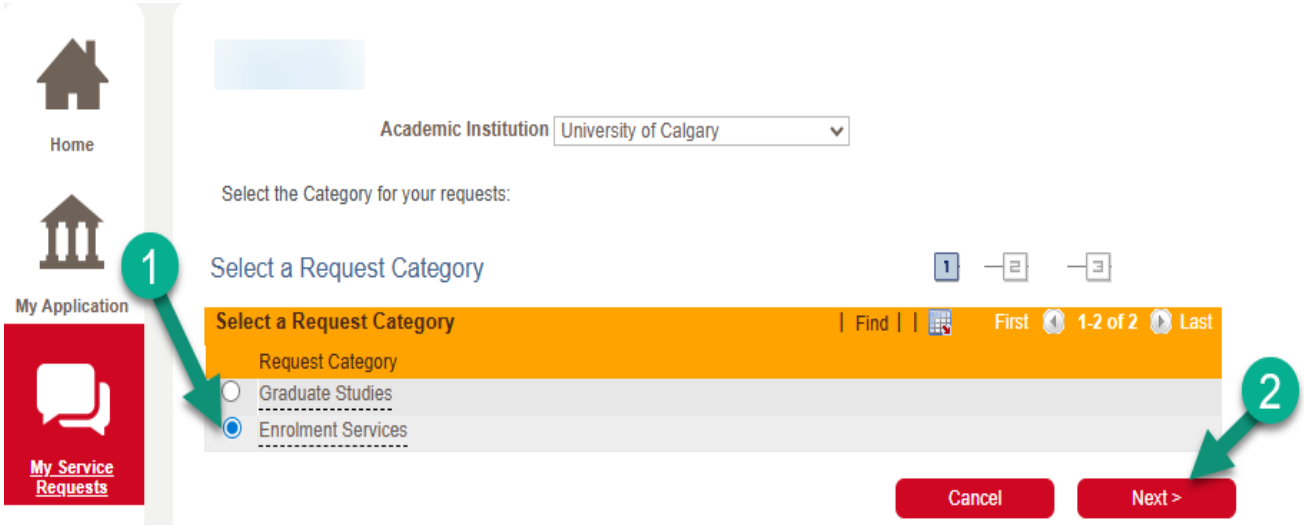
1. Log into your UofC Student Portal (my.ucalgary.ca)



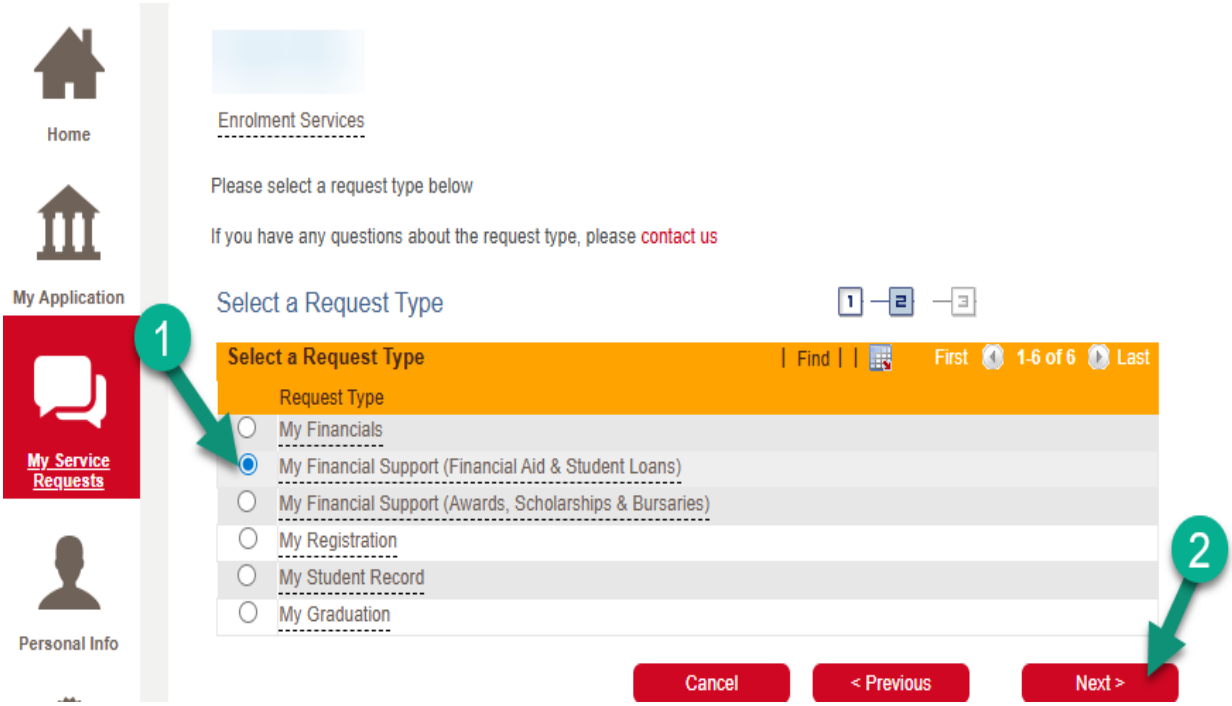
2. Select the "**My Service Request**" tab on the left most side of the home page just below the "**My Application**" tab and then click "**Create New Request**"



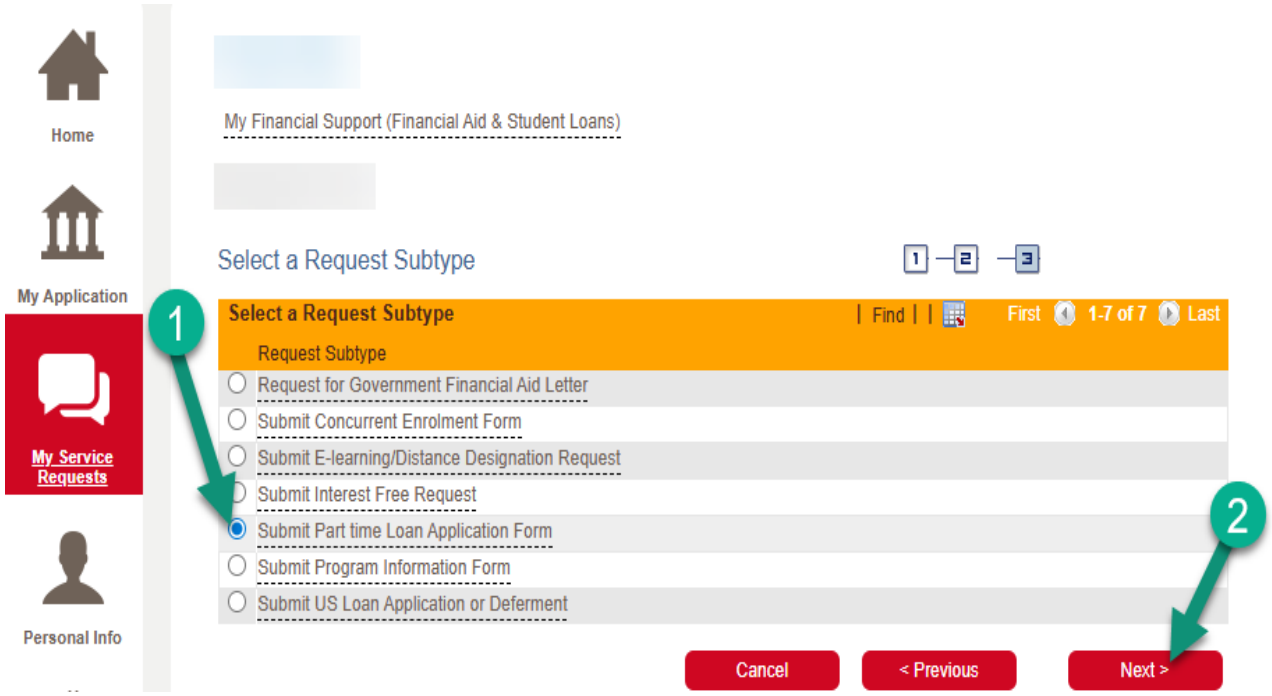
3. Clicking the "**Create New Request**" button will prompt you to select the "**Request Category**". Select "**Enrolment Services**" and Click "**Next**"



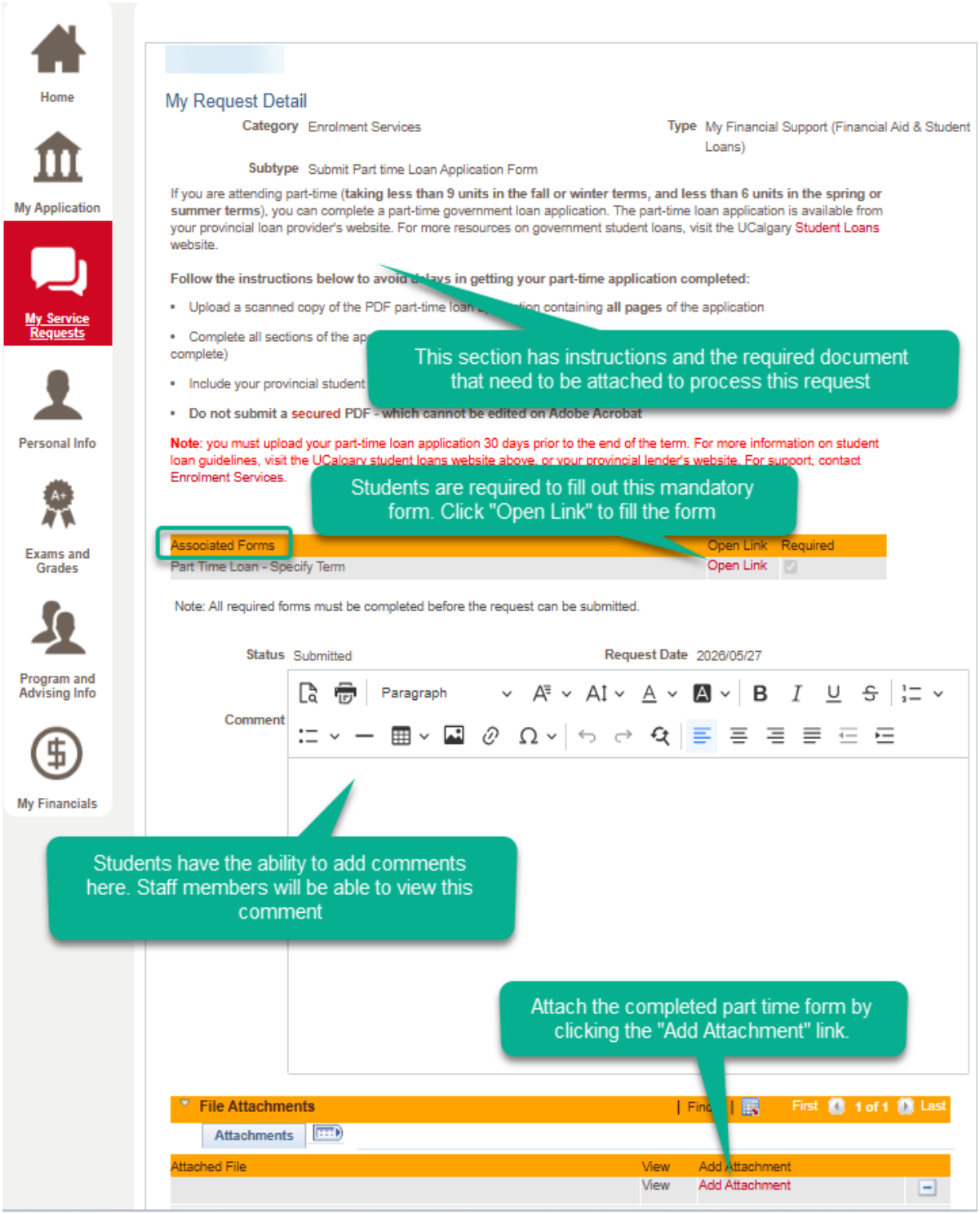
4. You will be prompted to select a "**Request Type**". Select ***My Financial Support (Financial Aid & Student Loans)*** and click "**Next**".



5. You'll then need to select the "**Request Subtype**". Select ***Submit Part Time Loan Application Form*** and click "**Next**".

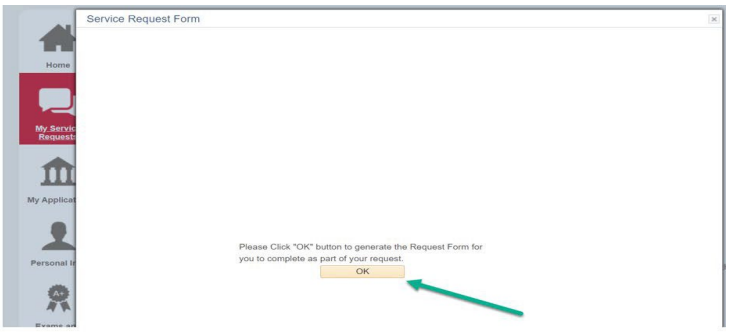


6. On clicking "**Next**", the "**My Request Detail**" page will show up where students can enter ***comments***, add ***attachments*** and complete the Open Link ***(form)*** **– Associated Forms** before clicking "**Submit**". Instructions on how to fill out a form are illustrated in the next step.

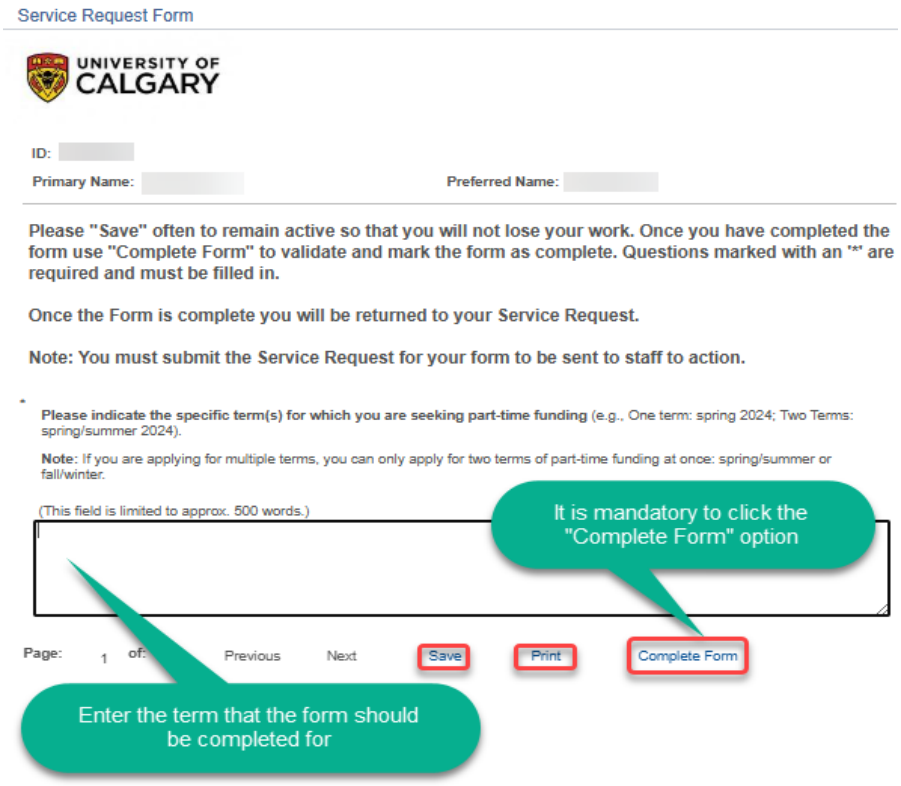


7. Part time loan application Service requests require a **mandatory** form to be filled out, the name of the form with the associated link in addition to the required check mark in the "**Associated Form**" section. It's important to note you will not be able to submit the request without completely filling out that form. Please follow the instructions below to complete the mandatory form

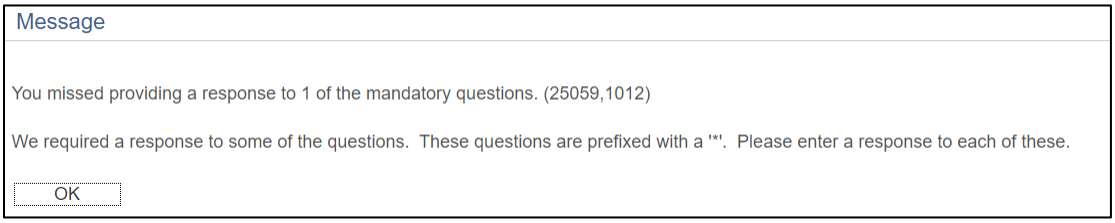
    a. Click "**Open Link**" in the "**Associated Form**" section of the "**My Request Detail**" page. A window will pop open, to generate the form student must click '**OK'**



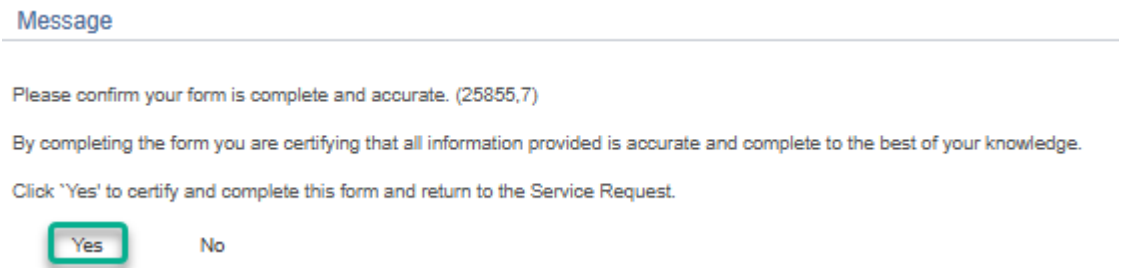
    b. You'll then be presented with a form to enter the **term or terms** that you are requesting the form to be completed for.
        i. You have the option of saving your progress by clicking "**Save**".
        ii. You can also print the form for your reference by clicking the "**Print**" option.
    c. After entering the term, you **must** click **"Complete Form"** to validate the form for completion



d. If you fail to complete the mandatory form, you will be presented with an error message as shown below. The message will also include the number of questions to which a response is missing.



e. When the "**Complete Form**" button is clicked after all the mandatory questions have been answered, you'll get the following message. Click "**Yes**" and this will take you to the "**My Request Details**" Page



8. Ensure that you add the completed part time form (leaving section 5 blank) in the "**File Attachment**" Section and then submit your service request by clicking the "**Submit**" button. Your form will not be sent to staff to process unless you submit the request.

9. You have the ability to cancel or make edits to an already submitted request as long as the request is not picked up by a staff member for processing. Please refer to the "*How to Cancel or Update an Existing Service Request*" document for more information.

10. Enrolment Services will complete section 5 of the application and upload to the service request for you to download, sign and send to your lender. If Enrolment Services is unable to complete, they will update your service request with a comment. Keep an eye out on your service request for updates.

End of Procedure. For further questions, please contact Enrolment Services.