

This document outlines the procedure to update or cancel an existing service request in the student portal

Important Notes

You **CAN** cancel or update an existing service request only when the status of the request is one of the following:

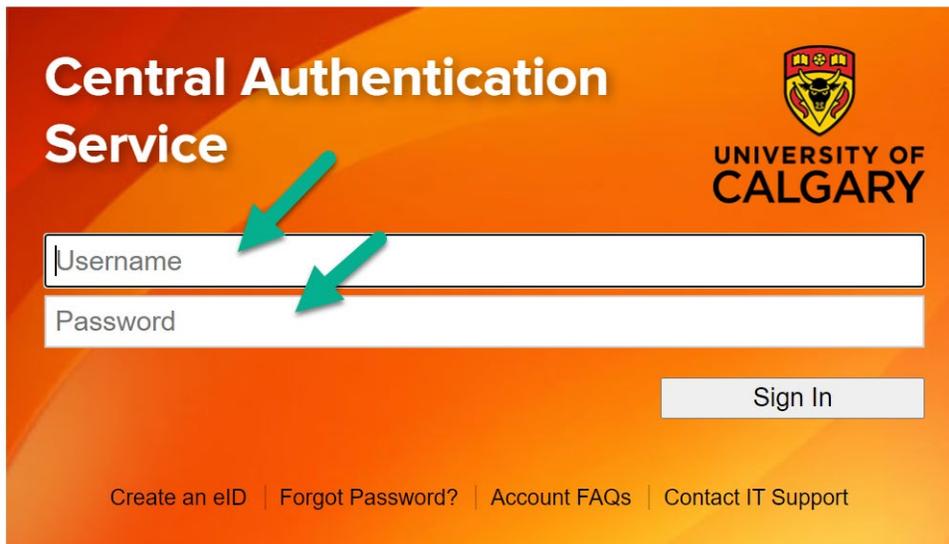
- Submitted
- More Info Required
- Updated by the Student

You **CANNOT** cancel or update an existing service request when the status of the request is one of the following:

- In-Progress
- Request Completed
- Request Closed
- Cancelled by Student

Procedure

1. Log into the **MyUofC** portal using the correct credentials



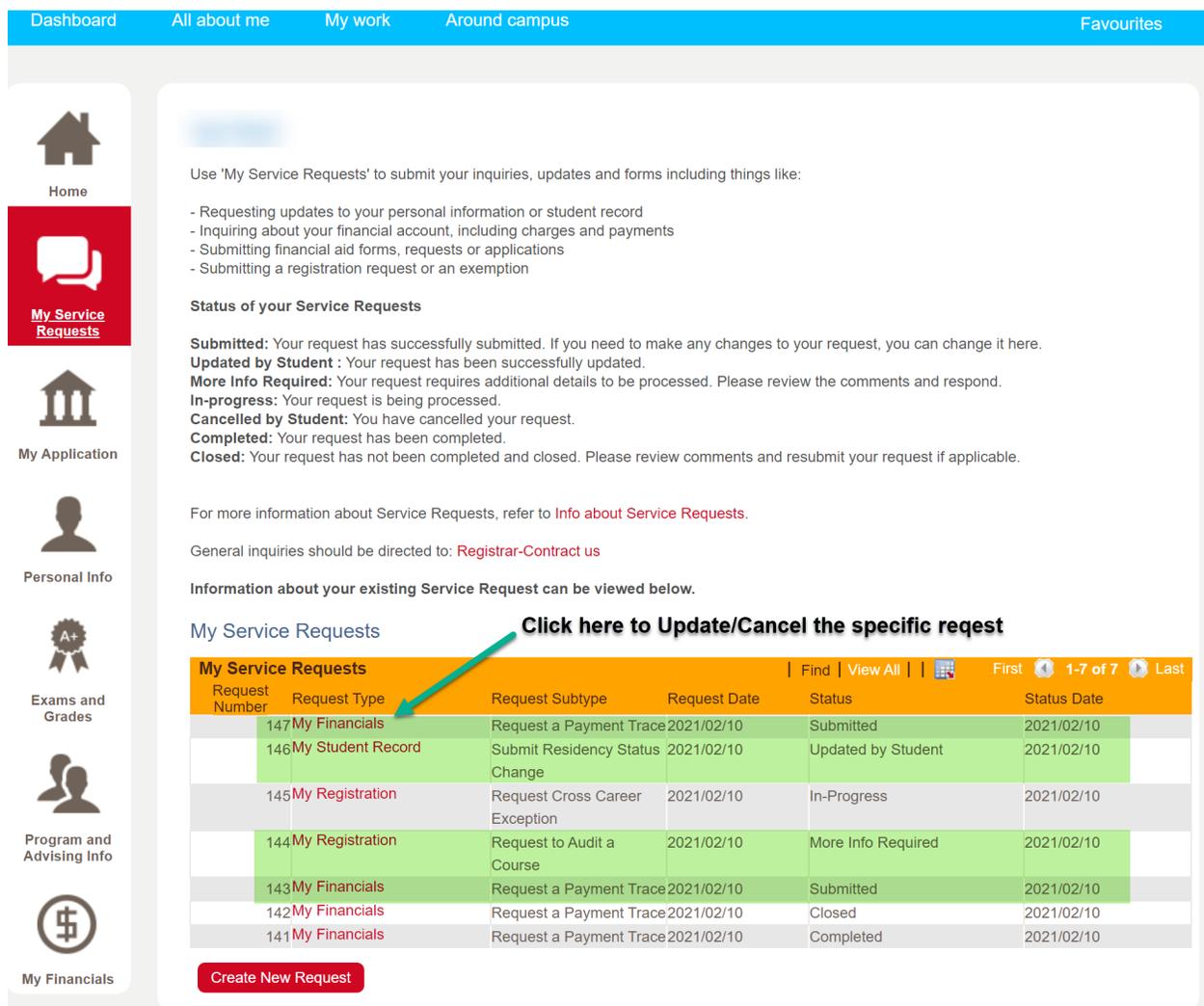
2. Select the **“My Service Request”** tab on the left most side of the home page just below the **“Home”** tab. As shown in the screenshot below (next page), you can view all the requests associated with your record along with the status of each request

Example: In the screenshot shot below (next page), the example student can only update/cancel the request that are highlighted in green (request number 143,144 and 146).

If you wish to **Update/Cancel** an existing request, click the desired **“Request Type”** as shown in the screenshot below (next page)

Service Request

How to Update/Cancel an Existing Service Request



Use 'My Service Requests' to submit your inquiries, updates and forms including things like:

- Requesting updates to your personal information or student record
- Inquiring about your financial account, including charges and payments
- Submitting financial aid forms, requests or applications
- Submitting a registration request or an exemption

Status of your Service Requests

Submitted: Your request has successfully submitted. If you need to make any changes to your request, you can change it here.
Updated by Student : Your request has been successfully updated.
More Info Required: Your request requires additional details to be processed. Please review the comments and respond.
In-progress: Your request is being processed.
Cancelled by Student: You have cancelled your request.
Completed: Your request has been completed.
Closed: Your request has not been completed and closed. Please review comments and resubmit your request if applicable.

For more information about Service Requests, refer to [Info about Service Requests](#).

General inquiries should be directed to: [Registrar-Contract us](#)

Information about your existing Service Request can be viewed below.

My Service Requests [Click here to Update/Cancel the specific request](#)

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
147	My Financials	Request a Payment Trace	2021/02/10	Submitted	2021/02/10
146	My Student Record	Submit Residency Status Change	2021/02/10	Updated by Student	2021/02/10
145	My Registration	Request Cross Career Exception	2021/02/10	In-Progress	2021/02/10
144	My Registration	Request to Audit a Course	2021/02/10	More Info Required	2021/02/10
143	My Financials	Request a Payment Trace	2021/02/10	Submitted	2021/02/10
142	My Financials	Request a Payment Trace	2021/02/10	Closed	2021/02/10
141	My Financials	Request a Payment Trace	2021/02/10	Completed	2021/02/10

[Create New Request](#)

3. You can then cancel or update the request as per the instructions in the below text and screenshot below (next page).
 - A. If you wish to cancel a request click **“Cancel Request”**
 - B. To add a comment, click **“Add Comment”**
 - C. To update your most recent comment, click **“Update Last Comment”**. This option will not work if the most recent comment was put up by a staff member
 - D. To update the information in the form, Click **“Open Link”** and make the necessary updates
 - E. You can view any existing attachments by clicking **“View”**
 - F. If you want to delete an existing attachment, Click the **“-“** sign
 - G. If you wish to add an attachment, Click the **“+”** sign

- 
Home
- 
My Service Requests
- 
My Application
- 
Personal Info
- 
Exams and Grades
- 
Program and Advising Info

My Request Detail

University of Calgary

Category Enrolment Services	Request Number 147
Type My Financials	Request Date 2021/02/10
Subtype Request a Payment Trace	Status Submitted

Cancel Request A

Request information about the status of a payment made to your account. Please note that it can take up to 5 business days before a payment will appear.

For more information about common issues with payments please refer to [Late Fees and Payment Issues](#)

Instructions Complete the Associated Form: Payment Details with the requested information and provide any additional information in the Comment below.

Status	Date	Comment	By
	2021/02/10	Requesting a Payment Trace	

Add Comment B
Update Last Comment C

Associated Forms	Open Link	Required
1 Payment Details	Open Link D	<input checked="" type="checkbox"/>

File Attachments | Find |  First  1 of 1  Last

Attachments 

Attached File	Description	View
Attachment.docx	Attachment.docx	E View F - G
		+

Save
Cancel

4. If you are updating a form, ensure to click the **“Complete Form”** in the bottom of the form to both validate the form and to ensure the update is captured so the staff member can view the updated form.
5. Once all the changes have been made, Click **“Save”**
6. Once the request has been updated and saved, students can check to ensure all the updates are in place by clicking the specific request in the **“My Request”** window. This step is not mandatory.

End of Procedure