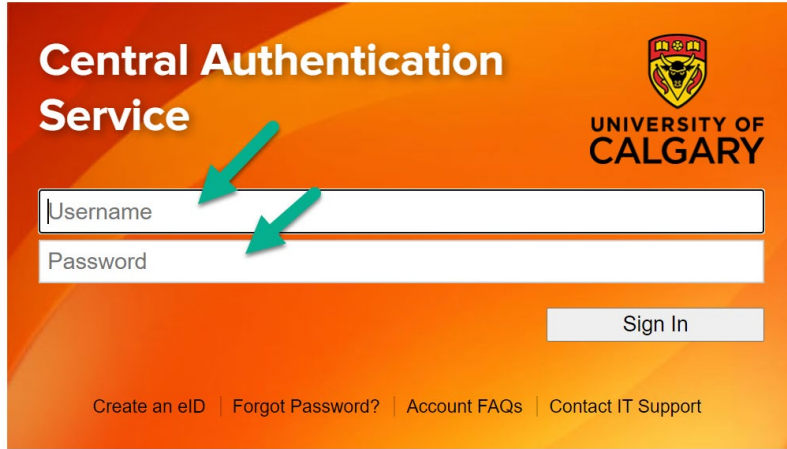


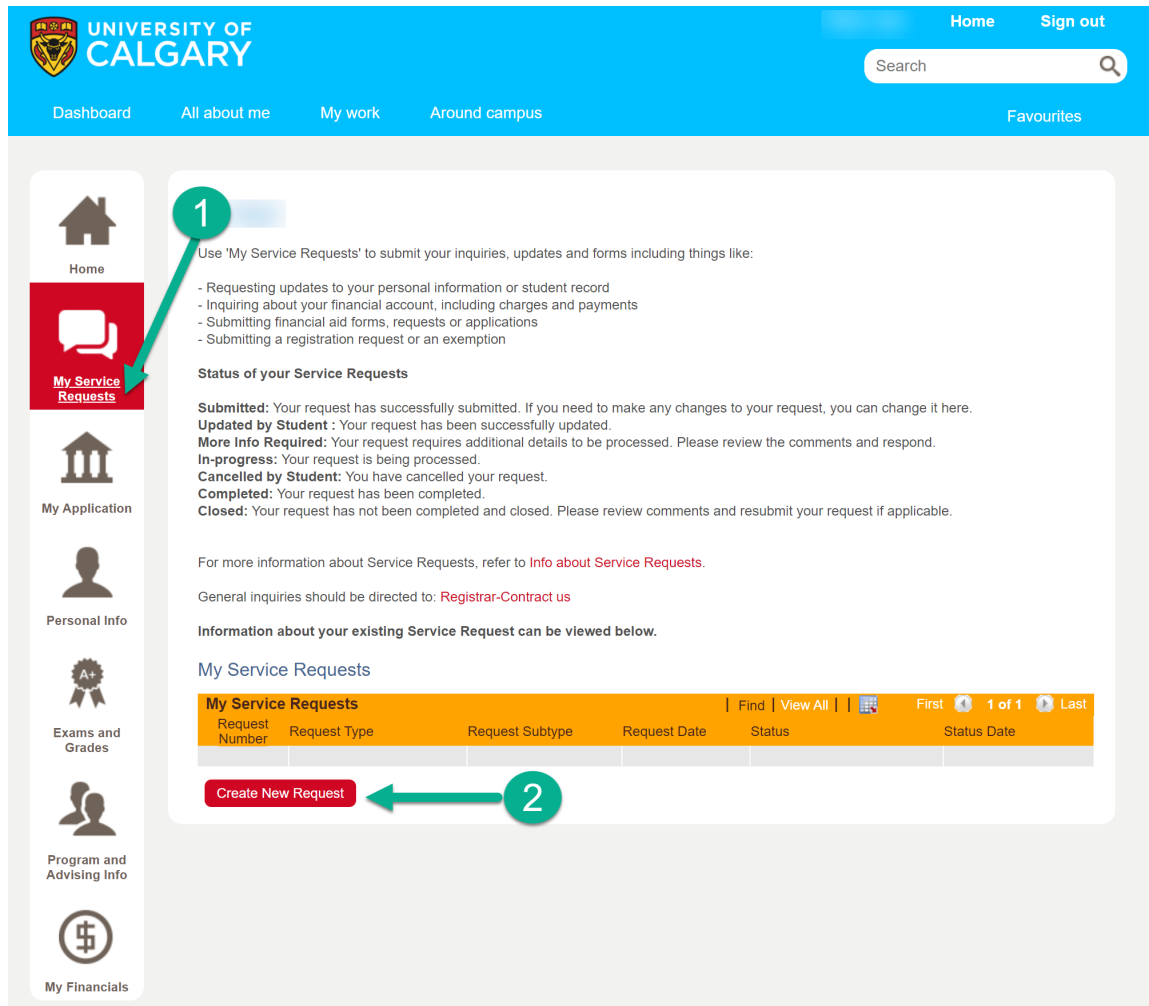
This document outlines the procedure to create a new service request in the student portal

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



The image shows the Central Authentication Service login page for the University of Calgary. It features a red and orange gradient background. At the top left, the text "Central Authentication Service" is displayed in white. To the right is the University of Calgary logo. Below the title are two input fields: "Username" and "Password". A "Sign In" button is located at the bottom right. At the bottom of the page, there are links for "Create an eID", "Forgot Password?", "Account FAQs", and "Contact IT Support". Two green arrows point to the Username and Password fields.

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



The image shows the MyUofC Student Portal home page. The top navigation bar is blue and contains the University of Calgary logo, "Home", "Sign out", and a search bar. Below the navigation bar are several menu items: "Dashboard", "All about me", "My work", "Around campus", and "Favourites". The main content area is divided into a left sidebar and a main panel. The sidebar contains icons for "Home", "My Service Requests", "My Application", "Personal Info", "Exams and Grades", "Program and Advising Info", and "My Financials". The "My Service Requests" tab is highlighted with a red background and a green arrow labeled "1". The main panel contains text about using "My Service Requests" to submit inquiries, a list of request types, and a section titled "Status of your Service Requests" with definitions for Submitted, Updated by Student, More Info Required, In-progress, Cancelled by Student, Completed, and Closed. Below this is a "My Service Requests" table with a "Create New Request" button. A green arrow labeled "2" points to the "Create New Request" button.

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

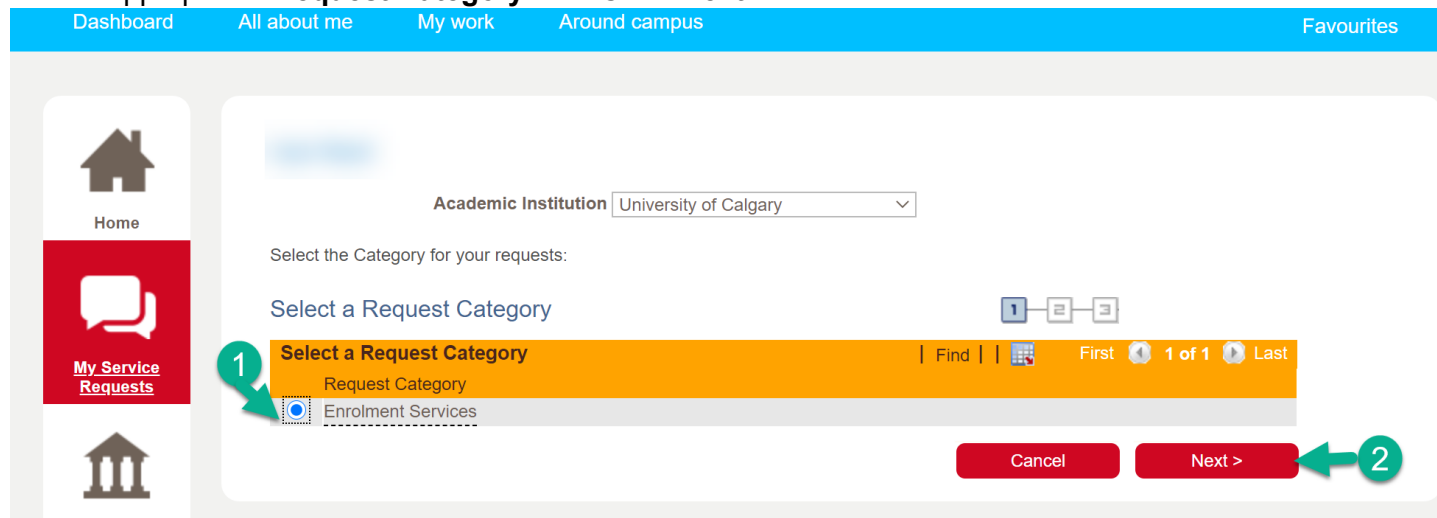
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
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[Create New Request](#)

Service Request

How to Create a New Service Request

3. Clicking the “**Create New Request**” button will prompt the you to select the “**Request Category**”. Select the appropriate “**Request Category**” and Click “**Next**”



The screenshot shows the 'Select a Request Category' step. At the top, there is a navigation bar with 'Dashboard', 'All about me', 'My work', 'Around campus', and 'Favourites'. On the left, there is a sidebar with 'Home', 'My Service Requests' (highlighted in red), and 'My Application'. The main content area shows 'Academic Institution' set to 'University of Calgary'. Below that, it says 'Select the Category for your requests:'. A section titled 'Select a Request Category' contains a list of categories. The 'Enrolment Services' category is selected, indicated by a blue radio button and a green circle with the number '1'. At the bottom right, there are two red buttons: 'Cancel' and 'Next >', with a green circle and the number '2' pointing to the 'Next >' button.

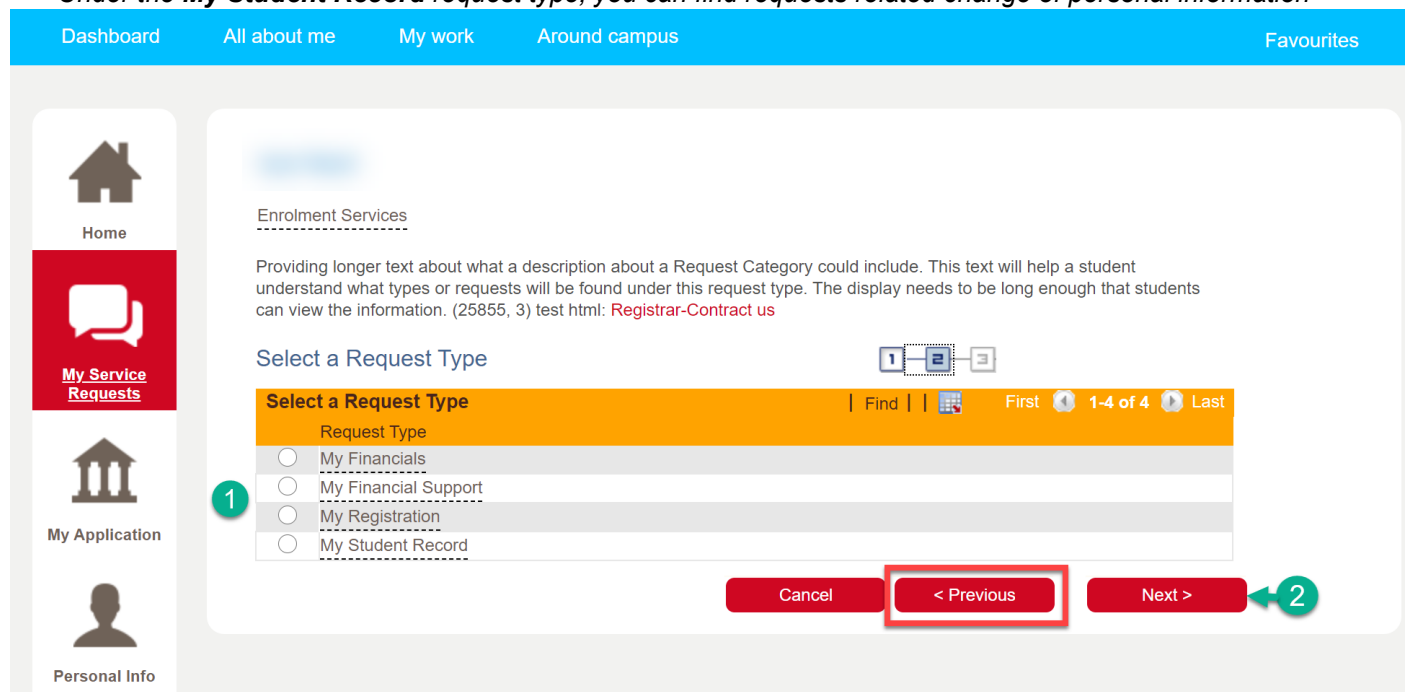
4. You will then be prompted to select the “**Request Type**”. Select the appropriate “**Request Type**” and click “**Next**”. The “**Previous**” button can be used in cases where the “**Request Category**” needs to be changed in the previous step.

*Under the **My Financial** request type, you can find requests related to your fees and payments*

*Under the **My Financial Support** request type, you can find requests related to financial aid and awards*

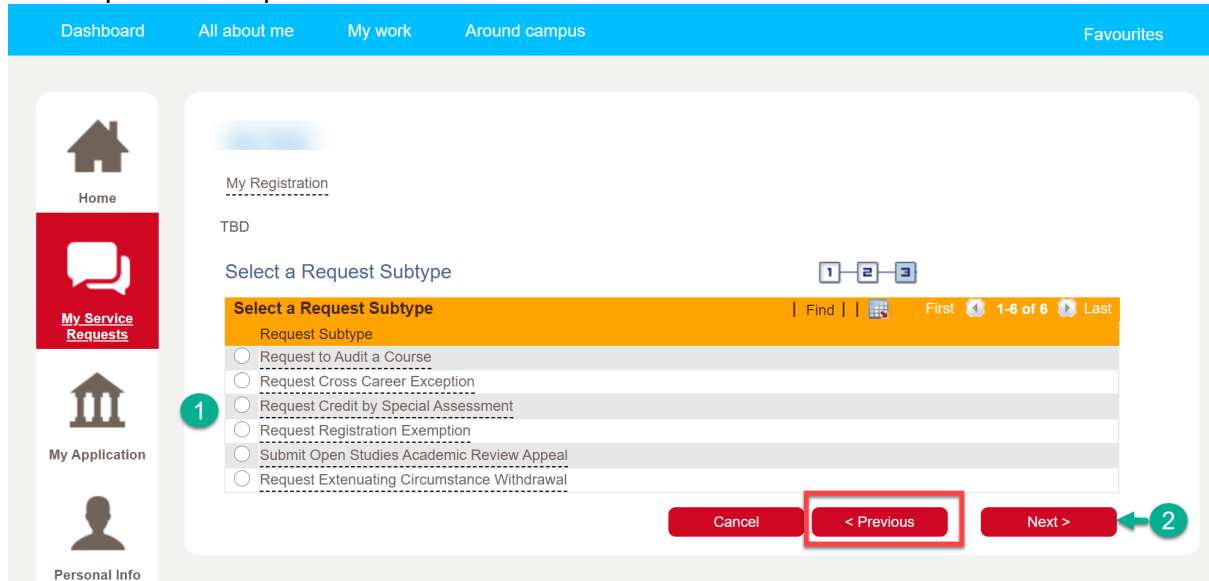
*Under the **My Registration** request type, you can find requests related to course registration and appeals*

*Under the **My Student Record** request type, you can find requests related change of personal information*



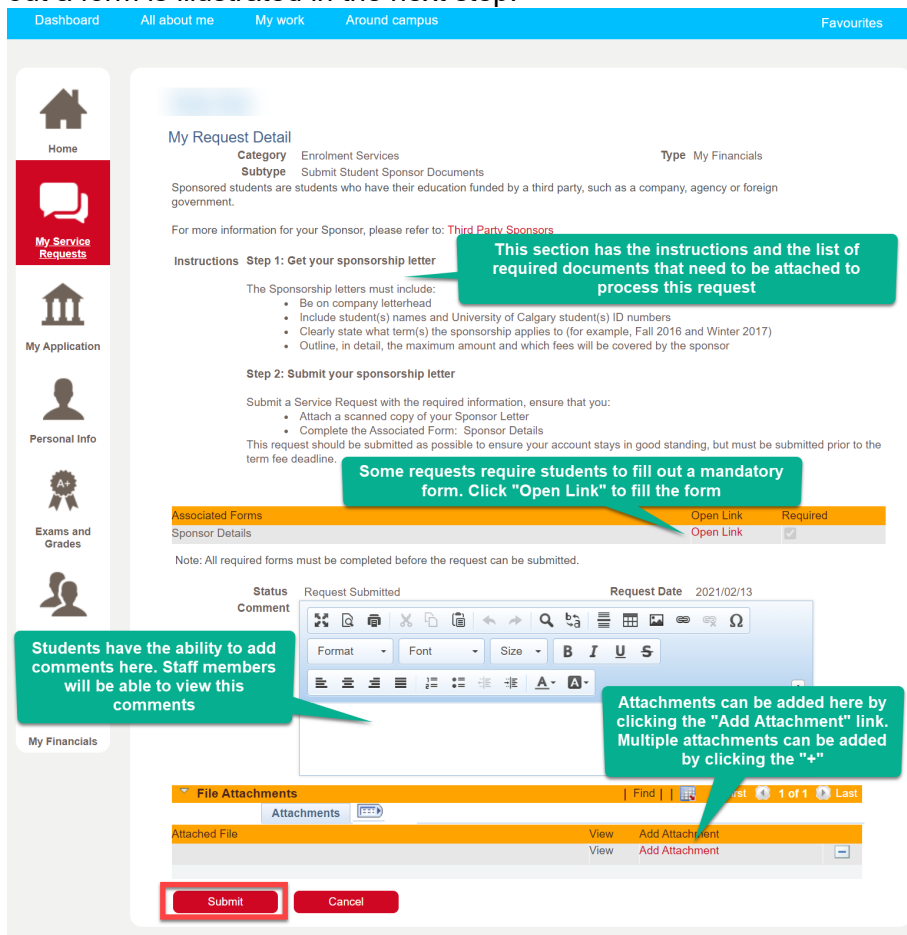
The screenshot shows the 'Select a Request Type' step. The navigation bar and sidebar are the same as in the previous screenshot. The main content area shows 'Enrolment Services' selected. Below that, there is a description: 'Providing longer text about what a description about a Request Category could include. This text will help a student understand what types or requests will be found under this request type. The display needs to be long enough that students can view the information. (25855, 3) test html: Registrar-Contract us'. A section titled 'Select a Request Type' contains a list of request types. The 'My Financials' request type is selected, indicated by a blue radio button and a green circle with the number '1'. At the bottom right, there are three red buttons: 'Cancel', '< Previous', and 'Next >', with a green circle and the number '2' pointing to the '< Previous' button.

5. You'll then need to select the appropriate request and click **"Next"**. The **"Previous"** button can be used in cases where either the **"Request Category"** or the **"Request Type"** or both needs to be changed in the previous steps.



The screenshot shows the 'My Service Requests' interface. At the top, there are navigation tabs: Dashboard, All about me, My work, Around campus, and Favourites. On the left, there is a sidebar with icons for Home, My Service Requests (highlighted in red), My Application, and Personal Info. The main content area is titled 'My Registration' and 'TBD'. Below this, there is a section 'Select a Request Subtype' with a search bar and a list of request subtypes. A red circle with the number '1' points to the list. At the bottom of the list, there are three buttons: 'Cancel', '< Previous' (highlighted with a red box), and 'Next >' (with a red circle and the number '2' next to it).

6. On clicking **"Next"**, the **"My Request Detail"** page will show up where students can enter the **comments**, add **attachments** and/or fill out **form(s)** before clicking **"Submit"**. Instructions on how to fill out a form is illustrated in the next step.



The screenshot shows the 'My Request Detail' page. At the top, there are navigation tabs: Dashboard, All about me, My work, Around campus, and Favourites. On the left, there is a sidebar with icons for Home, My Service Requests (highlighted in red), My Application, Personal Info, Exams and Grades, and My Financials. The main content area is titled 'My Request Detail' and shows the following information:

- Category:** Enrolment Services
- Type:** My Financials
- Subtype:** Submit Student Sponsor Documents

Below this, there is a section 'Sponsored students are students who have their education funded by a third party, such as a company, agency or foreign government.' and a link for 'Third Party Sponsors'. There are two main sections with instructions:

- Step 1: Get your sponsorship letter** - This section has a callout: 'This section has the instructions and the list of required documents that need to be attached to process this request'. The instructions include:
 - Be on company letterhead
 - Include student(s) names and University of Calgary student(s) ID numbers
 - Clearly state what term(s) the sponsorship applies to (for example, Fall 2016 and Winter 2017)
 - Outline, in detail, the maximum amount and which fees will be covered by the sponsor
- Step 2: Submit your sponsorship letter** - This section has a callout: 'Some requests require students to fill out a mandatory form. Click "Open Link" to fill the form'. The instructions include:
 - Submit a Service Request with the required information, ensure that you:
 - Attach a scanned copy of your Sponsor Letter
 - Complete the Associated Form: Sponsor Details
 - This request should be submitted as possible to ensure your account stays in good standing, but must be submitted prior to the term fee deadline.

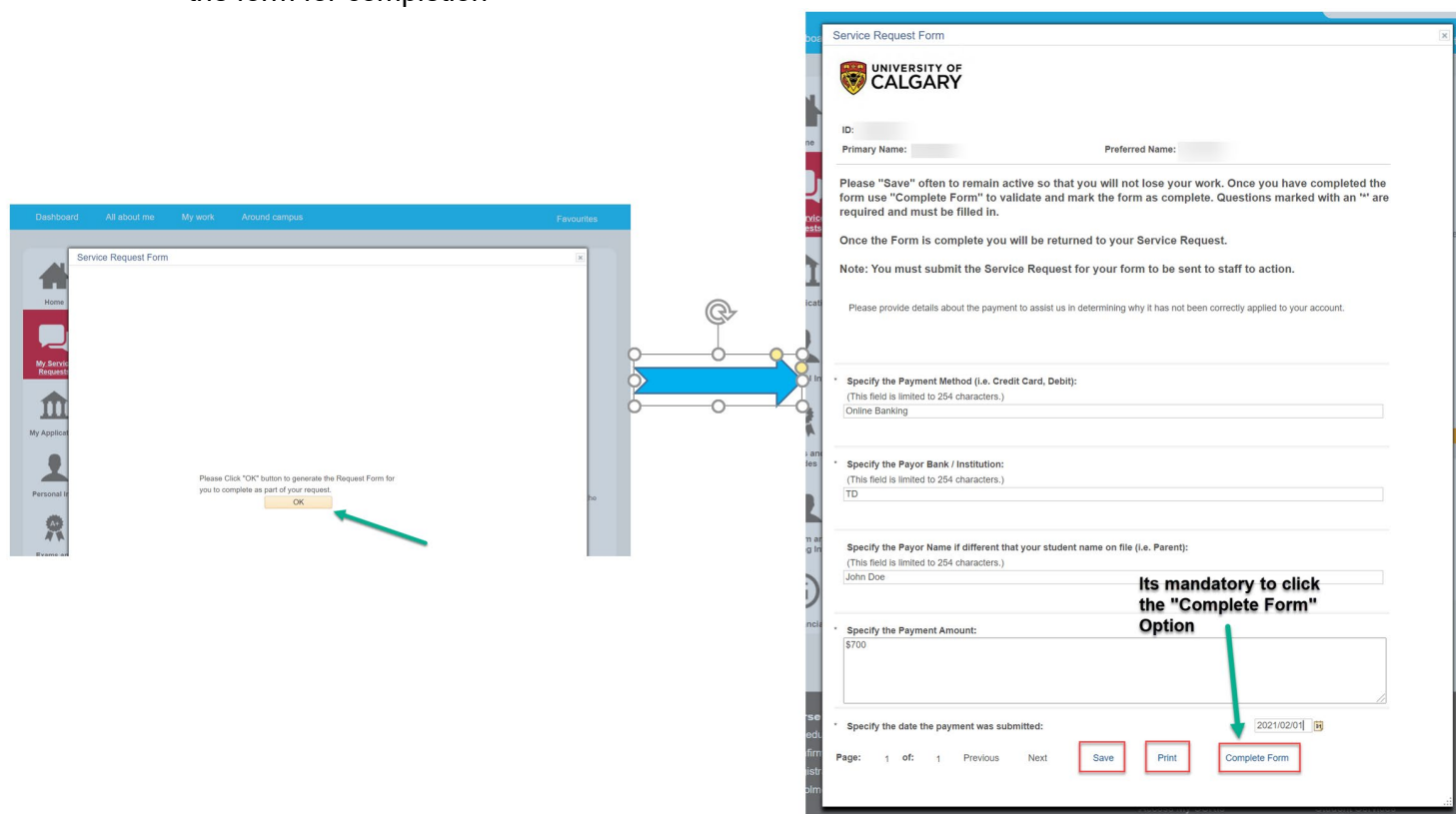
Below the instructions, there is a table of 'Associated Forms':

Associated Forms	Open Link	Required
Sponsor Details	Open Link	<input checked="" type="checkbox"/>

A note below the table states: 'Note: All required forms must be completed before the request can be submitted.'

At the bottom, there is a 'Status' section with a 'Request Submitted' status and a 'Request Date' of 2021/02/13. There is a 'Comment' field with a rich text editor. A callout points to this field: 'Students have the ability to add comments here. Staff members will be able to view this comments'. Below the comment field, there is an 'Attachments' section with a callout: 'Attachments can be added here by clicking the "Add Attachment" link. Multiple attachments can be added by clicking the "+"'. At the bottom, there are 'Submit' and 'Cancel' buttons.

7. Not all requests require you to fill out a mandatory form. Service requests that require a mandatory form to be filled out will have 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 such request without completely filling out the form. Please follow the below instructions to complete a 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 where the mandatory fields have to be filled out without fail.
 - 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. Once all the fields in the form have been filled out, you **must** click “**Complete Form**” to validate the form for completion



- d. If you fail to answer any mandatory question(s), 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.

Message

You missed providing a response to 1 of the mandatory questions. (25059,1012)

We required a response to some of the questions. These questions are prefixed with a '!'. Please enter a response to each of these.

- 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

Message

Please confirm your form completion. (25855,7)

You have completed all the required fields for this form.

Click 'Yes' to complete this form and return to the service request.

8. Ensure that you provide any further details in the **“Comment”** section, add any required documents 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.

Status Submitted Request Date 2021/02/10

Comment

My payment has not been applied to my fees yet. Can you please take a look

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

Note: All required forms must be completed before the request can be submitted.

File Attachments | Find | First 1 of 1 Last

Attached File	Description	View
Payment_Screenshot.docx	Payment_Screenshot.docx	View <input type="button" value="-"/>

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.

End of Procedure