This document outlines the procedure to create a new 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 "**Home**" tab and then click "**Create New 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**"
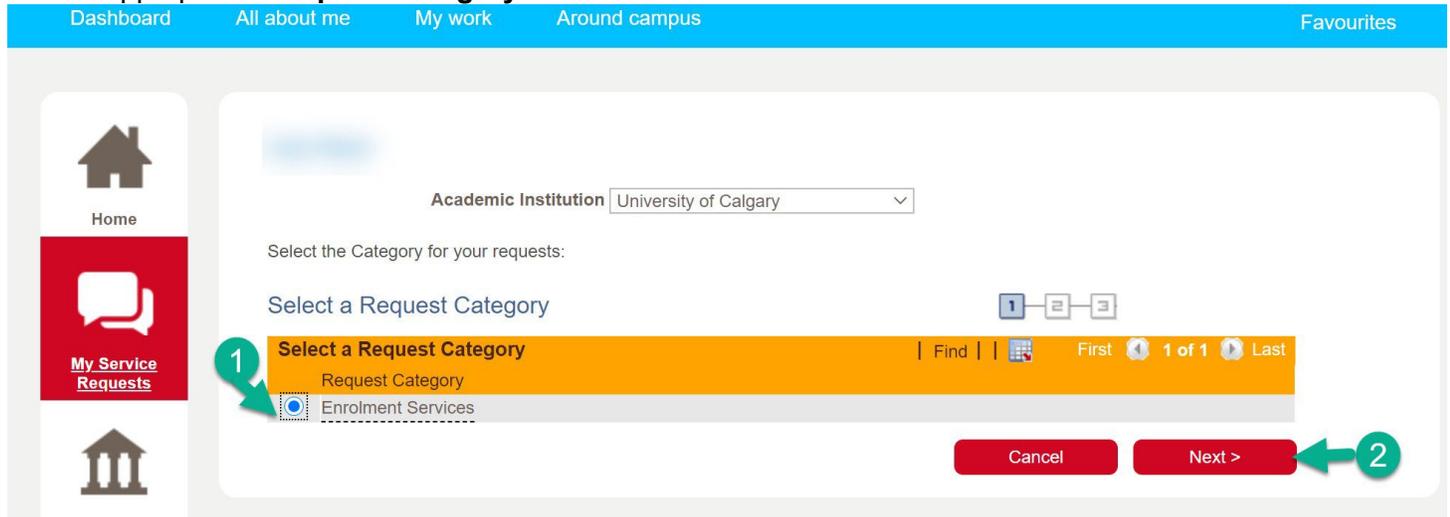
4. You will then be prompted to select the "**Request Type**". Select the appropriate "**Request Type**" and click "**Next**". The "**Previous**" button can be used in cases where the "**Request Category"** needs to be changed in the previous step.

   *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*

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.
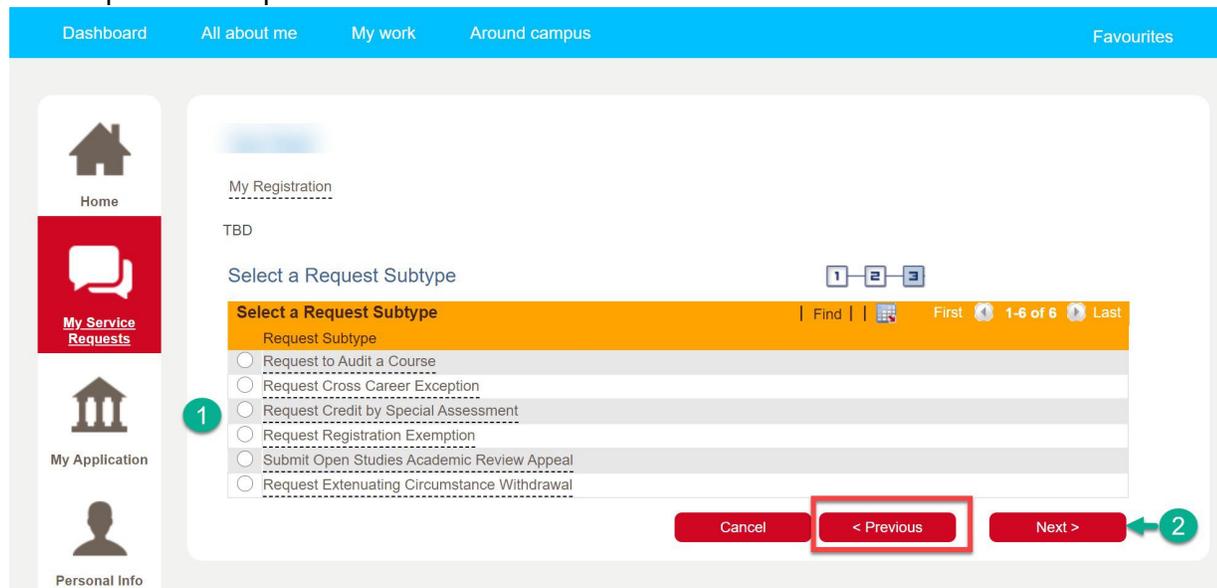
6. On clicking "**Next**", the "**My Request Detail**" page will show up where students can enter the *comments*, add *attachments* and/or fill out *form*(**s**) before clicking "**Submit**". Instructions on how to fill out a form is illustrated in the next step.
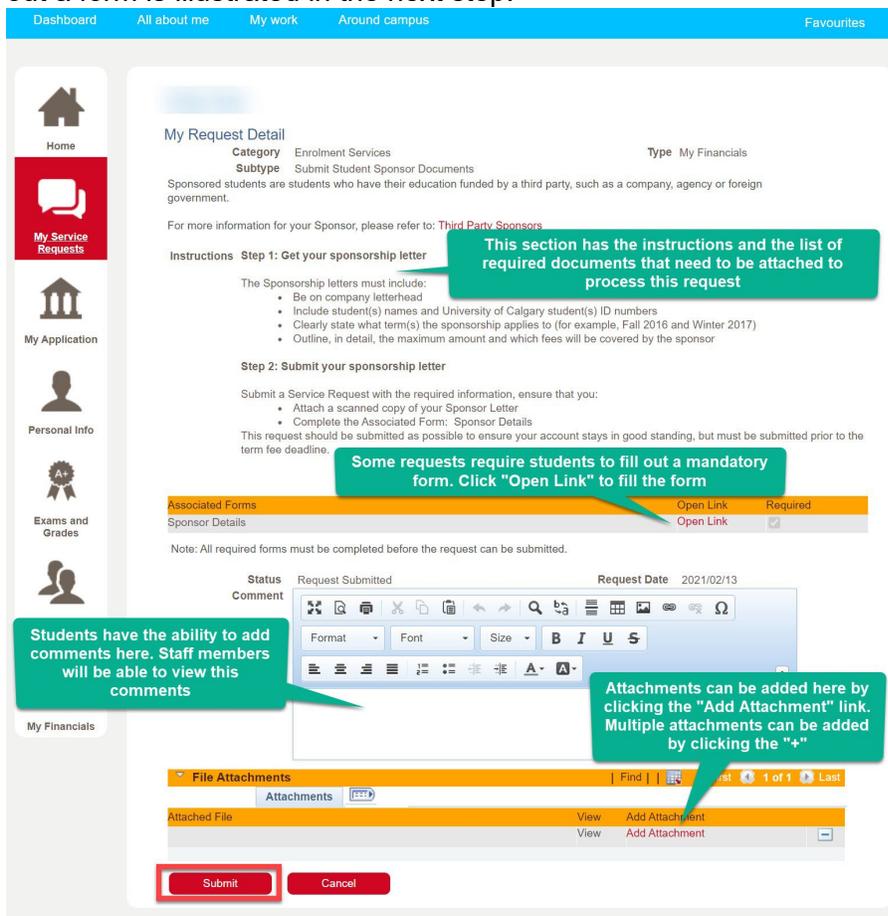
7. Not all requests require you to fill out a mandatory form. Service requests that require a mandatory form to be filled out will have the name of the form with the associated link in addition to the required check mark in the "**Associated Form**" section. It's important to note you will not be able 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 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.

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 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.

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. For further questions, please contact Enrolment Services.