

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)

Log in

[Continue with your IT account](#)

For current students and staff.

[Continue with your eID](#)

For student applicants, alumni, and guests.

 UNIVERSITY OF CALGARY | **Start something.**

Sign in

[Can't access your account?](#)

[Back](#) [Next](#)

[Register IT Account](#) | [Account FAQs](#) | [Contact UCalgary IT Support](#)

Service Request

How to Create a New Service Request

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”



UNIVERSITY OF CALGARY

Home Sign out

Search

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Home

My Service Requests

My Application

Personal Info

Exams and Grades

Program and Advising Info

My Financials

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](#)

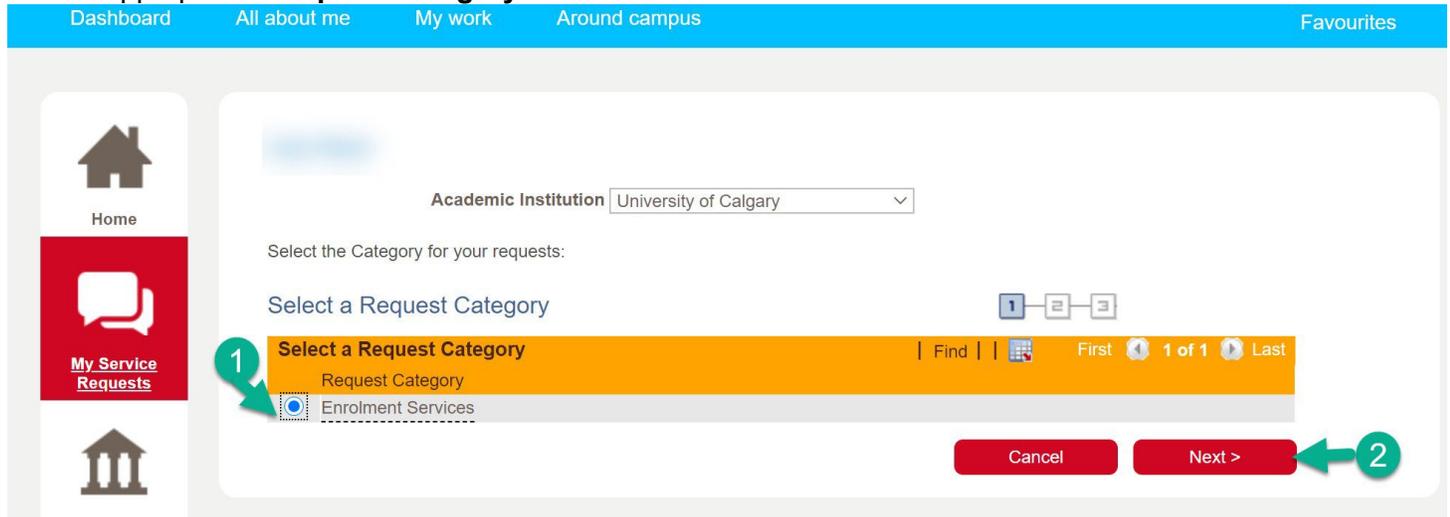
Information about your existing Service Request can be viewed below.

My Service Requests

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
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Create New Request

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



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Home

My Service Requests

Academic Institution University of Calgary

Select the Category for your requests:

Select a Request Category

1 Select a Request Category | Find | First 1 of 1 Last

Request Category

Enrolment Services

Cancel Next > 2

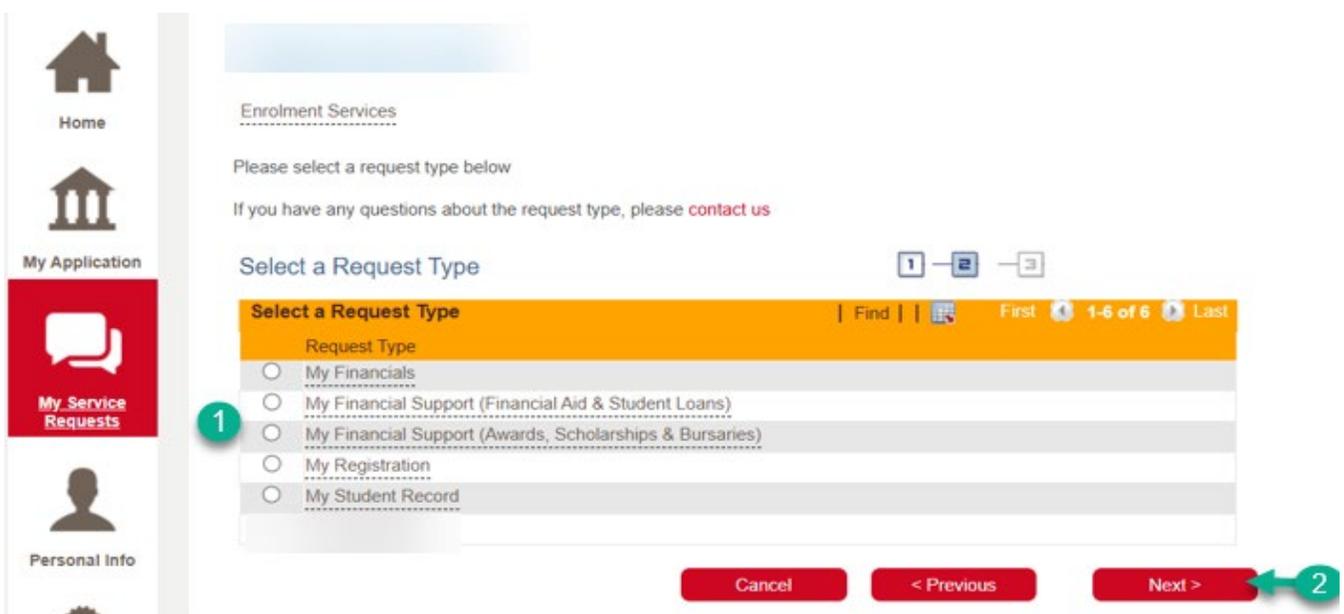
- You will then be prompted to select the **“Request Type”**. Select the appropriate **“Request Type”** and click **“Next”**. The **“Previous”** button can be used in cases where the **“Request Category”** needs to be changed in the previous step.

*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*



Home

My Application

My Service Requests

Personal Info

Enrolment Services

Please select a request type below

If you have any questions about the request type, please [contact us](#)

Select a Request Type

1 Select a Request Type | Find | First 1-6 of 6 Last

Request Type

My Financials

My Financial Support (Financial Aid & Student Loans)

My Financial Support (Awards, Scholarships & Bursaries)

My Registration

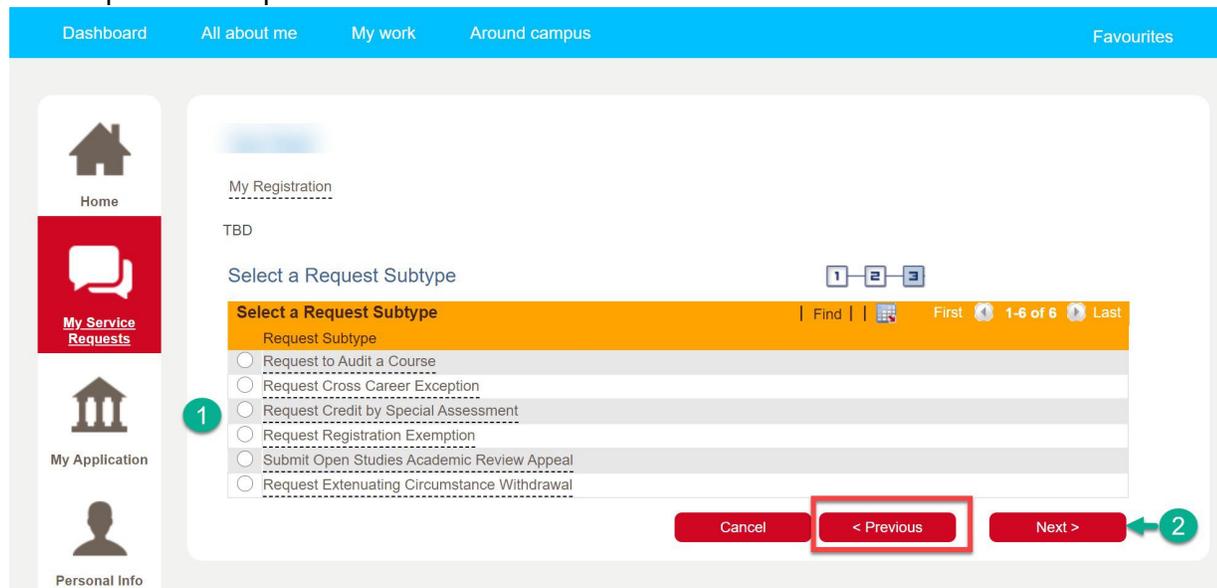
My Student Record

Cancel < Previous Next > 2

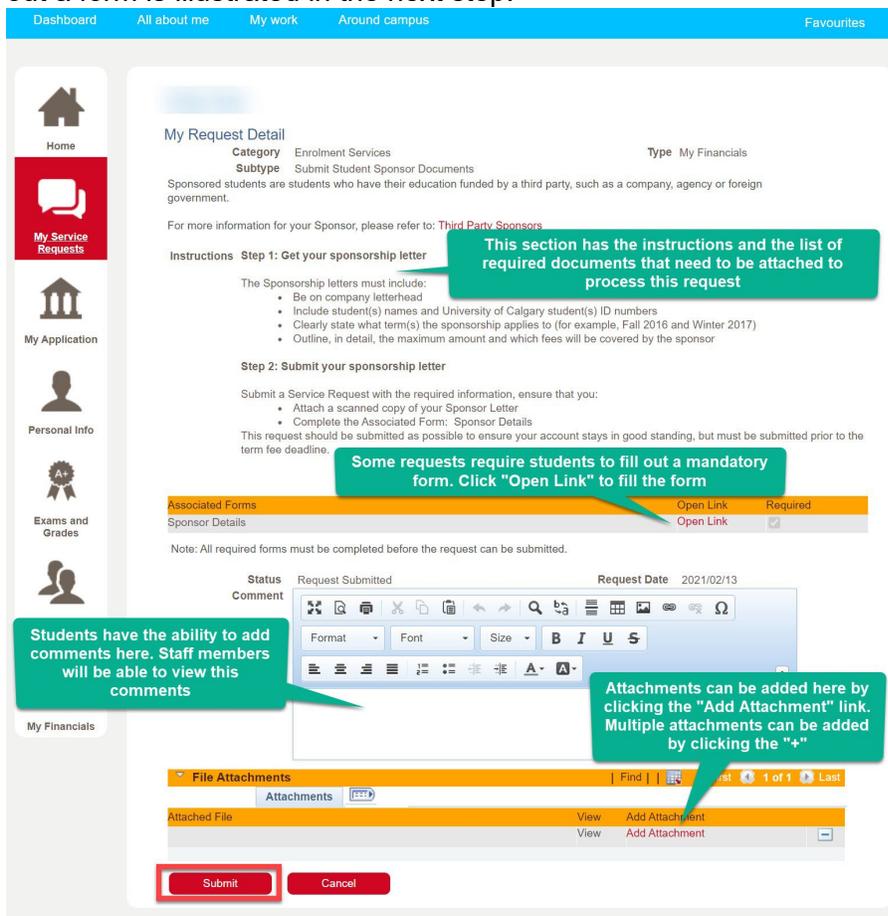
Service Request

How to Create a New Service Request

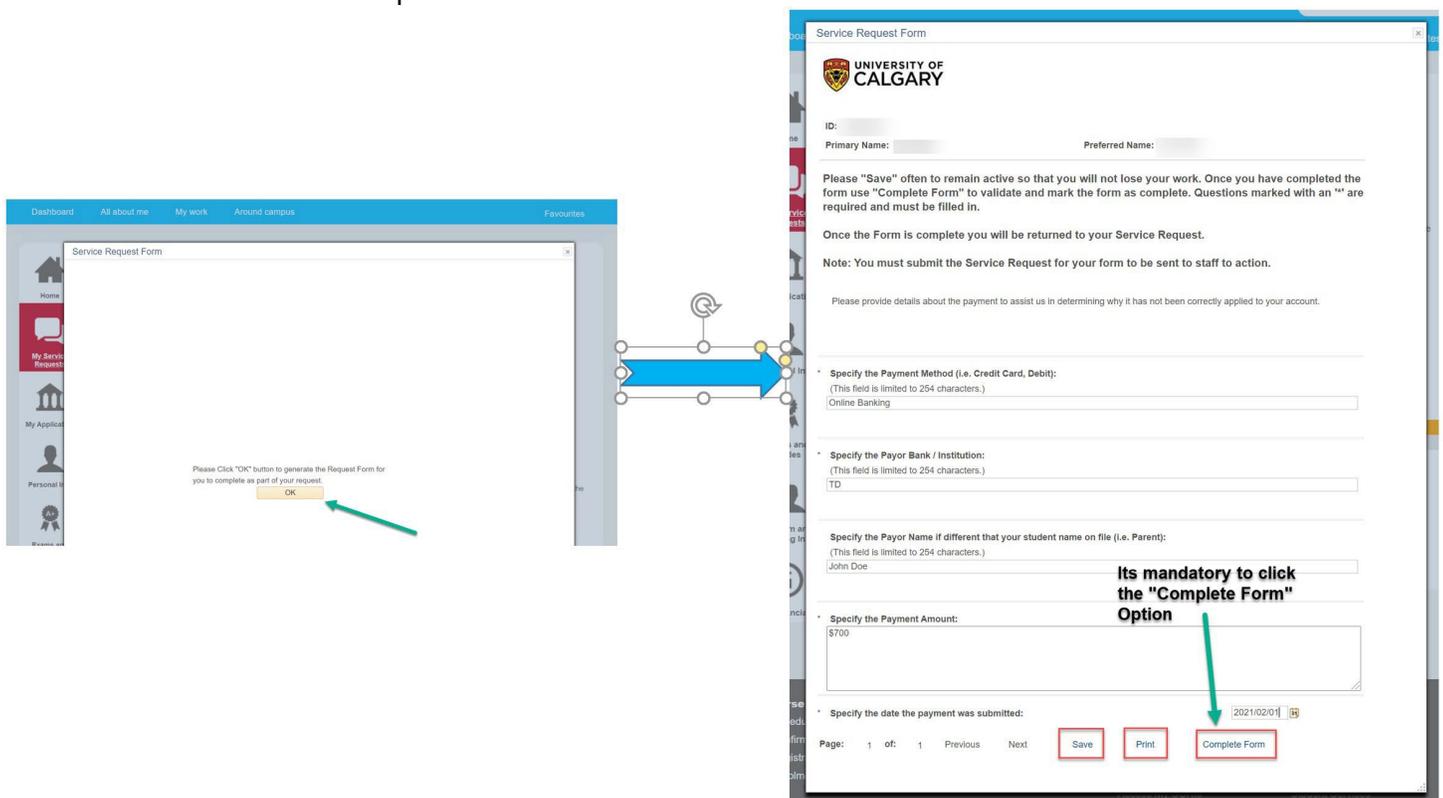
5. You'll then need to select the appropriate request and click **"Next"**. The **"Previous"** button can be used in cases where either the **"Request Category"** or the **"Request Type"** or both needs to be changed in the previous steps.



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 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



The image shows two screenshots of the University of Calgary's service request system. The left screenshot shows a 'Service Request Form' pop-up window with a yellow 'OK' button highlighted by a green arrow. A blue arrow points from this 'OK' button to the right screenshot, which is the 'Service Request Form' itself. The form contains several mandatory fields marked with an asterisk (*): 'Specify the Payment Method (i.e. Credit Card, Debit)', 'Specify the Payor Bank / Institution', 'Specify the Payor Name if different than your student name on file (i.e. Parent)', and 'Specify the Payment Amount'. At the bottom of the form, there are three buttons: 'Save', 'Print', and 'Complete Form'. A green arrow points to the 'Complete Form' button with the text 'Its mandatory to click the "Complete Form" Option'.

- 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.

Service Request

How to Create a New Service Request

- 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)

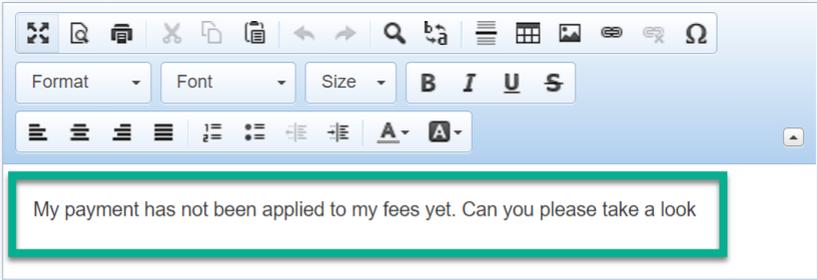
You have completed all the required fields for this form.

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

Attachments 

Attached File	Description	View
Payment_Screenshot.docx	Payment_Screenshot.docx	View 

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](#).