Service Requests Guide

For Graduate Students

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uOttawa

Contents

Before you start…

Note about enabling pop-ups in your web browser

When working with Service Request, you must enable pop-ups in your web browser. Follow these instructions for Chrome, Firefox, Safari, Edge and Internet Explorer.

Chrome

a. At the top right of the toolbar, click the **More** icon .
b. Click **Settings**.
c. At the bottom, click **Show advanced settings**.
d. Under **Privacy**, click **Content settings**.
e. Under **Pop-ups**, select **Allow all sites to show pop-ups**.

Firefox

a. Click the **Firefox** menu and click **Options**.
b. Click the **Content** tab.
c. In the **Content** tab, under **Pop-ups**, clear the **Block pop-up windows** box.

Safari

a. In the top left, click **Safari**.
b. Select **Preferences** from the list.
c. Click the **Security** tab and clear the **Block pop-up windows** box.

Edge

a. Click the upper-right **More actions** button (three dots), and select **Settings**.
b. Click **View advanced settings**.
c. Turn off **Block pop-ups** in advanced settings.

Internet Explorer

a. In the top right corner, select the **Tools** button, and select **Internet options.**
b. On the **Privacy** tab, under **Pop-up Blocker,** clear **Turn on Pop-up Blocker** check box.
c. Select **OK.**

For Mac users

Note: For compatibility reasons, please follow these instructions to ensure that your PDF forms can be read by all subsequent users, with any operating system and browser.

If you use Preview (PDF tool)

a. From the **File menu** choose the **Print** then use the **dialog box's PDF** option to save it as a PDF.
b. Do not use the command **Export As** in the **file menu**. PC users using Internet Explorer receive a blank document and cannot view the data.

You can also download Adobe Acrobat Reader. To download it, click on the uOttawa forms link and click the icon to download it. **Forms (http://www.uottawa.ca/graduate-studies/students/forms)**

Student Center: Service Requests

1. Purpose and Audience

This guide is intended for graduate students. It explains how to create, view and manage **service requests**.

2. About Service Requests

Service requests are electronic requests submitted by graduate students to their supervisors or faculty.

There are currently nineteen (19) types of service requests. See **Appendix A** for the complete list and descriptions of **service requests**.

3. Access your service requests

   a. From the **uoZone Applications** tab, click **Service Requests**.

   b. The **My Service Requests** screen is displayed. If you have not yet created a service request, the service request table will be empty.

My Service Requests

	Personalize | Find | View All | 🔲 | 🏢		First ◁ 1-3 of 3 ▷ Last			
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
266	Progress Report		08/04/2016	Approved by supervisor	08/05/2016

b

[CREATE NEW REQUEST]

4. Create a Service Request

   a. From the **uoZone Applications** tab, select **Service Requests**.

   b. Form the **My Service Requests** screen, click **Create New Request**.

My Service Requests

	Personalize | Find | View All | 🔲 | 🏢		First ◁ 1-3 of 3 ▷ Last			
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
266	Progress Report		08/04/2016	Approved by supervisor	08/05/2016

[CREATE NEW REQUEST] **b**

   c. Under **Select a Request Category,** click on **Research related** or **General** and click **Next**.

Select a Request Category

Request Category
⦿ Research related
○ General

Personalize | Find | View All | 🗗 | ⊞   First ◀ 1-2 of 2 ▶ Last

CANCEL   NEXT >   **c**

d. Select the service request you would like to create and click **Next**.

Note: Click **Cancel** to cancel the request; click **Previous** or **Next** to access other types of service requests.

Select a Request Type

Personalize | Find | View All | 🗗 | ⊞   First ◀ 1-7 of 13 ▶ Last

Request Type
⦿ Progress Report
○ List of examiners for evaluation of the thesis
○ Approval of the final version of the thesis
○ Oral Defence
○ Request supervisor approval for supervision
○ Add a supervisor
○ Modify a supervisor

CANCEL   < PREVIOUS   NEXT >   **d**

e. Under **File Attachments**, click **add attachment** (if you need to add one), select the attachment to add and click **upload**.

My Request Detail

Category:	Research related	**Type:**	Progress Report
Subtype:	None	**Request Date:**	08/11/2016
Status:	Submitted		

Comment:

▽ File Attachments   Personalize | Find | 📄 | 🖩   First ◀ 1 of 1 ▶ Last

Attachments	Audit

Attached File	View	Add Attachment	
	View	add attachment	➖

SUBMIT   CANCEL

File Attachment   ✕
                                    Help

Choose File Progress_re...udent.docx

Upload   Cancel

e

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f. Enter your comment in the **Comment:** box.

g. Click **Submit**.

My Request Detail

Category:	Research related	**Type:**	Progress Report
Subtype:	None	**Request Date:**	08/10/2016
Status:	Submitted		

Comment:

Here is my progress report.

Thank you.

f

▽ File Attachments   Personalize | Find | 📄 | 🖩   First ◀ 1 of 1 ▶ Last

Attachments	Audit

Attached File	Description	View	
Progress_report_Gee-Gee_Student.docx	Progress_report_Gee-Gee_Student.docx	View	➖
			Add

SUBMIT   CANCEL   **g**

Note: After submitting a **Service Request** you can consult the **Status** and **Status Date**. You can consult the status to verify the progress of your request at step 6.

5. **Access uOttawa Service Requests Forms**

   a. From https://www.uottawa.ca/en, under **Faculties,** select Graduate and Postdoctoral Studies (http://www.uottawa.ca/graduate-studies/).

   b. Under **Students,** select **Forms (http://www.uottawa.ca/graduate-studies/students/forms)** to display the list of forms available.
   Note: You will need Adobe Acrobat Reader to use the forms on this page. To download it, click on the uOttawa forms link and you find the icon to download it.

   c. Click a form title to open it, then complete and save the form. Once you have completed the form you can attach it to a service request, if necessary.

6. **View/Update your Service Requests**

   a. From the **Applications** tab in **uoZone**, click **Service Requests**.

   b. Your **Service Requests** are displayed in a table with the following columns: **Request Number**, **Request Type**, **Request Subtype**, **Request Date**, **Status** and **Status Date**.

My Service Requests

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date	
266	Progress Report		08/04/2016	Submitted	08/04/2016	**b**
255	Submission of the thesis for written evaluation		07/06/2016	Approved by supervisor	07/06/2016	
253	Progress Report		06/29/2016	Approved by administrator	06/29/2016	

Personalize | Find | View All | 🖾 | 🔳   First ◀ 1-3 of 3 ▶ Last

CREATE NEW REQUEST

c. The following navigation options are available at the top of the service request table:

- **Personalize:** choose how your **Service Requests** are displayed
- **Find:** access specific requests you have created (when many are displayed)
- **View All:** display all your **Service Requests**

Personalize | Find | View All 🖾 | 🔳   First ◀ 1-7 of 13 ▶ Last   **c**

d. To view more information about a service request or to update it, click the desired request in the **Request Type** column.

My Service Requests

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date	
266	Progress Report		08/04/2016	Submitted	08/04/2016	**d**
255	Submission of the thesis for written evaluation		07/06/2016	Approved by supervisor	07/06/2016	
253	Progress Report		06/29/2016	Approved by administrator	06/29/2016	

Personalize | Find | View All | 🖾 | 🔳   First ◀ 1-3 of 3 ▶ Last

CREATE NEW REQUEST

e. **My Request Detail** displays your service request. From this screen, you can view, add or update comments and view attachments submitted with the request.

f. To add a comment, click **add comment**; to update a previous comment, click **update last comment**.

g. To view the content of an attachment submitted with a request, click **View** next to the desired attachment.

h. To save your modifications, click **Save** or click **Cancel** to return to the **My Service Requests** screen.

My Request Detail

e

University of Ottawa

Category:	Research related	Request Number:	253
Type:	Progress Report	Request Date:	06/29/2016
Subtype:	None	Status:	Approved by administrator

f

Status Date	Comment	By
06/29/2016	Here is my progress report. Thank you.	

[add comment]   [update last comment]

g

▼ File Attachments   Personalize | Find | ⧉ | ▦   First ◄ 1-2 of 2 ► Last

Attachments | Audit

Attached File	Description	View
Progress_Report.docx	Progress_Report.docx	View
Progress_Report_Revision.docx	Progress_Report_Revision.docx	View

h

[SAVE] [CANCEL]

APPENDIX A – Service Request types

The following table displays the 19 different types of service requests, their purposes, when they are submitted and what form needs to be added as an attachment as part of the process.

Service Request types

1. Add a new supervisor
 	
Purpose: Add a new supervisor to oversee the thesis and research.
 	
When to submit:
 	
   • **Master's:** At the end of the second term
   • **PhD:** At the end of the third term
 	
Form to attach: N/A
 	
Important: This Service Request should be the first that the student completes. It is important to select the **Primary** checkbox when adding the primary supervisor in order for the professor to receive future service requests, and to complete the **Reg. supervisor confirmation** Service Request after completing this request.

2. Reg. supervisor confirmation **Purpose:** Confirm the supervisor who will oversee the thesis and research. **When to submit:** After the <u>Add a new supervisor</u> Service Request. **Form to attach:** N/A **Important**: This Service Request must be completed after the **Add a new supervisor** service request in order for the supervisor to confirm.
3. Modify or delete a supervisor **Purpose:** Remove a supervisor or modify information for an existing one. **When to submit:** N/A **Form to attach:** N/A **Important:** Use the Comment box of the Service Request to specify what modification you would like to make.
4. Progress report **Purpose:** Update progress on the thesis/research. **When to submit:** Once per year or as per milestone. **Form to attach:** <u>Annual Research Progress Report</u> (PDF)
5. Plan of study **Purpose:** Submit if required by your department or faculty. **When to submit:** As required by milestone. **Form to attach:** N/A

Service Request types

6. Milestones and objectives

Purpose: Monitor progress in between progress reports.

When to submit: As required by professor.

Form to attach: N/A

Important: Use the Comment box of the Service Request to specify the objective you are completing.

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7. Exception 10-hour rule

Purpose: Request approval to work outside of the University for more than 10 hours a week.

When to submit: As required.

Form to attach: Request for an Exception to the 10-Hour Rule (PDF)

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8. Add a thesis title

Purpose: Add thesis title/research topic.

When to submit:

- **Master's:** At the end of the second term
- **PhD:** At the end of the third term

Form to attach: N/A

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9. Modify a thesis title

Purpose: Change thesis title/subject.

When to submit: As required.

Form to attach: N/A

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10. List of exam. for thesis eval.

Purpose: Submit list of examiners for thesis evaluation and defence.

When to submit: One month prior to submitting thesis.

Form to attach: List of Examiners for the Evaluation of the Thesis (PDF)

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11. Submission of thesis for eval.

Purpose: Submit the thesis for evaluation.

When to submit: When thesis is ready to be submitted.

Form to attach: N/A

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12. Decision to proceed to defence

Purpose: Confirms decision to proceed to defence.

When to submit: Within five days of receipt of the evaluation report.

Form to attach: N/A

Service Request types

13. Decision not to proceed to defence

Purpose: Confirms decision to not proceed to defence.

When to submit: Within five days of receipt of the evaluation report.

Form to attach: N/A

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14. Appr. final version of thesis

Purpose: Confirm the corrections to the thesis have been made and that the thesis is ready to be submitted to the library.

When to submit: After thesis defence, by the deadlines prescribed in the regulation.

Form to attach: N/A

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15. Submission of contract TTBE

Purpose: When the thesis is considered confidential.

When to submit: At the same time as **Submission of thesis for eval.**

Form to attach: Visit research.uOttawa.ca.

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16. Leave of absence

Purpose: Request a leave of absence (LOA) from the program.

When to submit: As required.

Form to attach: Request for Leave of Absence (PDF)

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17. Deferred mark

Purpose: To obtain an extension for submission of a final grade.

When to submit: As required.

Form to attach: Request for a Deferred Mark (PDF)

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18. Extension of the time limit

Purpose: Extend the time limit to complete the program.

When to submit: At least one month before the student's time limit.

Form to attach: Request for Extension of the Time Limit to Complete the Requirements of a Graduate Degree (PDF)

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19. Modification or cancellation of registration

Purpose: Change the Academic Program/Plan, change the classification (part-time/full-time) or withdraw from the program.

When to submit: As required.

Form to attach: Modification/Cancellation of Registration (Graduate Studies)

For assistance, contact the Service Desk at 613-562-5800.