

Service Requests Guide

For Graduate Students

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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 \(http://www.uottawa.ca/graduate-studies/students/forms\)](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 [grid icon] [refresh icon] First [1] 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

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 [grid icon] [refresh icon] First [1] 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



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

Select a Request Category

1 2 3

Personalize Find View All [?] [grid] First 1-2 of 2 Last	
Request Category	
<input checked="" type="radio"/>	Research related
<input type="radio"/>	General

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

1 2 3

Personalize Find View All [?] [grid] First 1-7 of 13 Last	
Request Type	
<input checked="" type="radio"/>	Progress Report
<input type="radio"/>	List of examiners for evaluation of the thesis
<input type="radio"/>	Approval of the final version of the thesis
<input type="radio"/>	Oral Defence
<input type="radio"/>	Request supervisor approval for supervision
<input type="radio"/>	Add a supervisor
<input type="radio"/>	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

- 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



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/) (<http://www.uottawa.ca/graduate-studies/>).
- b. Under **Students**, select [Forms](http://www.uottawa.ca/graduate-studies/students/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.

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ANNUAL RESEARCH PROGRESS REPORT
DO NOT WRITE IN SHADED AREAS

SECTION A STUDENT INFORMATION

SURNAME: _____ GIVEN NAMES: _____ STUDENT NO.: _____

E-MAIL: _____ ACADEMIC UNIT/DISCIPLINE: _____

MASTERS FALL WINTER PH.D. SPRING / SUMMER

FIRST SESSION OF REGISTRATION: _____ YEAR: _____

TIME LIMIT: _____ YEAR _____ MONTH _____ DAY _____

NAME OF THESIS SUPERVISOR: _____

IF YOU HOLD ONE OR MORE SCHOLARSHIPS (INTERNAL AND EXTERNAL), PLEASE DESCRIBE BELOW.

NAME OF SCHOLARSHIP / SPONSORING AGENCY: _____ AMOUNT PER YEAR: _____ START: _____ END: _____

NAME OF SCHOLARSHIP / SPONSORING AGENCY: _____ AMOUNT PER YEAR: _____ START: _____ END: _____

SECTION B STUDENT'S REPORT

B.1 - ACADEMIC PROGRESS

1. HOW MANY COURSES HAVE YOU SUCCESSFULLY COMPLETED TO DATE? HOW MANY DO YOU NEED TO COMPLETE? SUCCESSFULLY COMPLETED OUTSTANDING

LIST OF COURSES TO BE COMPLETED (IF THEY ARE OPTIONAL, PLEASE INDICATE "OPTIONAL"):

2. WHICH OTHER PROGRAM REQUIREMENTS HAVE YOU COMPLETED?

COMPREHENSIVE EXAM: YES NO N/A RESEARCH PROPOSAL: YES NO N/A

3. ARE THERE ANY OTHER OUTSTANDING PROGRAM REQUIREMENTS TO BE COMPLETED?

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
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

b

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**



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
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

d

CREATE NEW REQUEST

- My Request Detail** displays your service request. From this screen, you can view, add or update comments and view attachments submitted with the request.
- To add a comment, click **add comment**; to update a previous comment, click **update last comment**.
- To view the content of an attachment submitted with a request, click **View** next to the desired attachment.
- To save your modifications, click **Save** or click **Cancel** to return to the **My Service Requests** screen.

My Request Detail

University of Ottawa

Category: Research related

Request Number: 253

Type: Progress Report

Request Date: 06/29/2016

Subtype: None

Status: Approved by administrator

e

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

f

[add comment](#)

[update last comment](#)

g

File Attachments		
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
<p>1. Add a new supervisor</p> <p>Purpose: Add a new supervisor to oversee the thesis and research.</p> <p>When to submit:</p> <ul style="list-style-type: none">• Master's: At the end of the second term• PhD: At the end of the third term <p>Form to attach: N/A</p> <p>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.</p>
<p>2. Reg. supervisor confirmation</p> <p>Purpose: Confirm the supervisor who will oversee the thesis and research.</p> <p>When to submit: After the <u>Add a new supervisor</u> Service Request.</p> <p>Form to attach: N/A</p> <p>Important: This Service Request must be completed after the Add a new supervisor service request in order for the supervisor to confirm.</p>
<p>3. Modify or delete a supervisor</p> <p>Purpose: Remove a supervisor or modify information for an existing one.</p> <p>When to submit: N/A</p> <p>Form to attach: N/A</p> <p>Important: Use the Comment box of the Service Request to specify what modification you would like to make.</p>
<p>4. Progress report</p> <p>Purpose: Update progress on the thesis/research.</p> <p>When to submit: Once per year or as per milestone.</p> <p>Form to attach: Annual Research Progress Report (PDF)</p>
<p>5. Plan of study</p> <p>Purpose: Submit if required by your department or faculty.</p> <p>When to submit: As required by milestone.</p> <p>Form to attach: N/A</p>

Service Request types
<p>6. Milestones and objectives</p> <p>Purpose: Monitor progress in between progress reports.</p> <p>When to submit: As required by professor.</p> <p>Form to attach: N/A</p> <p>Important: Use the Comment box of the Service Request to specify the objective you are completing.</p>
<p>7. Exception 10-hour rule</p> <p>Purpose: Request approval to work outside of the University for more than 10 hours a week.</p> <p>When to submit: As required.</p> <p>Form to attach: Request for an Exception to the 10-Hour Rule (PDF)</p>
<p>8. Add a thesis title</p> <p>Purpose: Add thesis title/research topic.</p> <p>When to submit:</p> <ul style="list-style-type: none"> • Master's: At the end of the second term • PhD: At the end of the third term <p>Form to attach: N/A</p>
<p>9. Modify a thesis title</p> <p>Purpose: Change thesis title/subject.</p> <p>When to submit: As required.</p> <p>Form to attach: N/A</p>
<p>10. List of exam. for thesis eval.</p> <p>Purpose: Submit list of examiners for thesis evaluation and defence.</p> <p>When to submit: One month prior to submitting thesis.</p> <p>Form to attach: List of Examiners for the Evaluation of the Thesis (PDF)</p>
<p>11. Submission of thesis for eval.</p> <p>Purpose: Submit the thesis for evaluation.</p> <p>When to submit: When thesis is ready to be submitted.</p> <p>Form to attach: N/A</p>
<p>12. Decision to proceed to defence</p> <p>Purpose: Confirms decision to proceed to defence.</p> <p>When to submit: Within five days of receipt of the evaluation report.</p> <p>Form to attach: N/A</p>

Service Request types
<p>13. Decision not to proceed to defence</p> <p>Purpose: Confirms decision to not proceed to defence.</p> <p>When to submit: Within five days of receipt of the evaluation report.</p> <p>Form to attach: N/A</p>
<p>14. Appr. final version of thesis</p> <p>Purpose: Confirm the corrections to the thesis have been made and that the thesis is ready to be submitted to the library.</p> <p>When to submit: After thesis defence, by the deadlines prescribed in the regulation.</p> <p>Form to attach: N/A</p>
<p>15. Submission of contract TTBE</p> <p>Purpose: When the thesis is considered confidential.</p> <p>When to submit: At the same time as Submission of thesis for eval.</p> <p>Form to attach: Visit research.uOttawa.ca.</p>
<p>16. Leave of absence</p> <p>Purpose: Request a leave of absence (LOA) from the program.</p> <p>When to submit: As required.</p> <p>Form to attach: Request for Leave of Absence (PDF)</p>
<p>17. Deferred mark</p> <p>Purpose: To obtain an extension for submission of a final grade.</p> <p>When to submit: As required.</p> <p>Form to attach: Request for a Deferred Mark (PDF)</p>
<p>18. Extension of the time limit</p> <p>Purpose: Extend the time limit to complete the program.</p> <p>When to submit: At least one month before the student's time limit.</p> <p>Form to attach: Request for Extension of the Time Limit to Complete the Requirements of a Graduate Degree (PDF)</p>
<p>19. Modification or cancellation of registration</p> <p>Purpose: Change the Academic Program/Plan, change the classification (part-time/full-time) or withdraw from the program.</p> <p>When to submit: As required.</p> <p>Form to attach: Modification/Cancellation of Registration (Graduate Studies)</p>

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