This document outlines the procedure to update or cancel an existing service request in the student portal

Important Notes

You **CAN** cancel or update an existing service request only when the status of the request is one of the following:

- Submitted
- More Info Required
- Updated by the Student

You **CANNOT** cancel or update an existing service request when the status of the request is one of the following:

- In-Progress
- Request Completed
- Request Closed
- Cancelled by Student

Procedure

1. Log into the **MyUofC** portal using the correct credentials
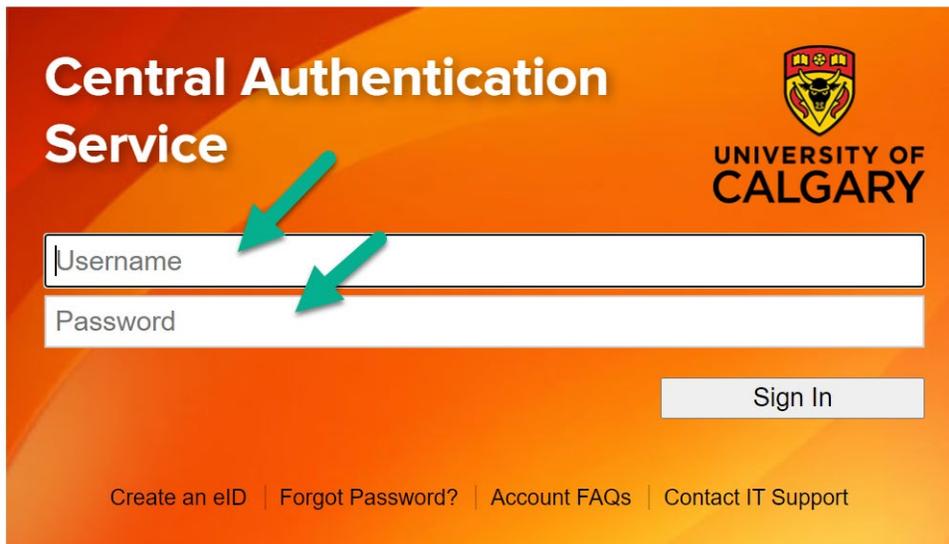
2. Select the "**My Service Request**" tab on the left most side of the home page just below the "**Home**" tab. As shown in the screenshot below (next page), you can view all the requests associated with your record along with the status of each request

   Example: In the screenshot shot below (next page), the example student can only update/cancel the request that are highlighted in green (request number 143,144 and 146).

   If you wish to **Update/Cancel** an existing request, click the desired "**Request Type**" as shown in the screenshot below (next page)

3. You can then cancel or update the request as per the instructions in the below text and screenshot below (next page).

    A. If you wish to cancel a request click "**Cancel Request**"

    B. To add a comment, click "**Add Comment**"

    C. To update your most recent comment, click "**Update Last Comment**". This option will not work if the most recent comment was put up by a staff member

    D. To update the information in the form, Click "**Open Link**" and make the necessary updates

    E. You can view any existing attachments by clicking "**View**"

    F. If you want to delete an existing attachment, Click the "**-**" sign

    G. If you wish to add an attachment, Click the "**+**" sign

My Request Detail
University of Calgary

Category Enrolment Services
Type My Financials
Subtype Request a Payment Trace

Request Number 147
Request Date 2021/02/10
Status Submitted

Cancel Request — A

Request information about the status of a payment made to your account. Please note that it can take up to 5 business days before a payment will appear.

For more information about common issues with payments please refer to Late Fees and Payment Issues

Instructions Complete the Associated Form: Payment Details with the requested information and provide any additional information in the Comment below.

Status Date	Comment	By
2021/02/10	Requesting a Payment Trace	

Add Comment — B   Update Last Comment — C

Associated Forms	Open Link	Required
1 Payment Details	Open Link — D	☑

File Attachments | Find | | 🔳   First ◀ 1 of 1 ▶ Last

Attachments

Attached File	Description	View
Attachment.docx	Attachment.docx	View — E ➖ F
		➕ G

Save   Cancel

4. If you are updating a form, ensure to click the "**Complete Form**" in the bottom of the form to both validate the form and to ensure the update is captured so the staff member can view the updated form.

5. Once all the changes have been made, Click "**Save**"

6. Once the request has been updated and saved, students can check to ensure all the updates are in place by clicking the specific request in the "**My Request**" window. This step is not mandatory.

End of Procedure