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# **Research Service Requests**

**Registration Related Service Requests Guide**

**2022-2023**

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## **Before you start...**

### **Enable pop-ups in your browser**

When working with Service Request, you must enable pop-ups in your web browser. Here are links to the help pages of the major browser providers:

#### **Chrome:**

<https://support.google.com/chrome/answer/95472?hl=en&co=GENIE.Platform%3DDesktop>

#### **Edge:**

<https://support.microsoft.com/en-us/microsoft-edge/privacy-security-9459eef6-f8d8-4c6b-b3d5-d038e624da57>

#### **Firefox:**

<https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting>

#### **Internet Explorer:**

<https://support.microsoft.com/en-us/windows/change-security-and-privacy-settings-for-internet-explorer-11-9528b011-664c-b771-d757-43a2b78b2afe>

#### **Safari:**

<https://support.apple.com/en-ca/guide/safari/sfri40696/mac#:~:text=Allow%20or%20block%20pop%2Dups%20on%20all%20websites,the%20bottom%20of%20the%20list.>

# Student Center: Service Requests

## 1. Purpose and audience

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

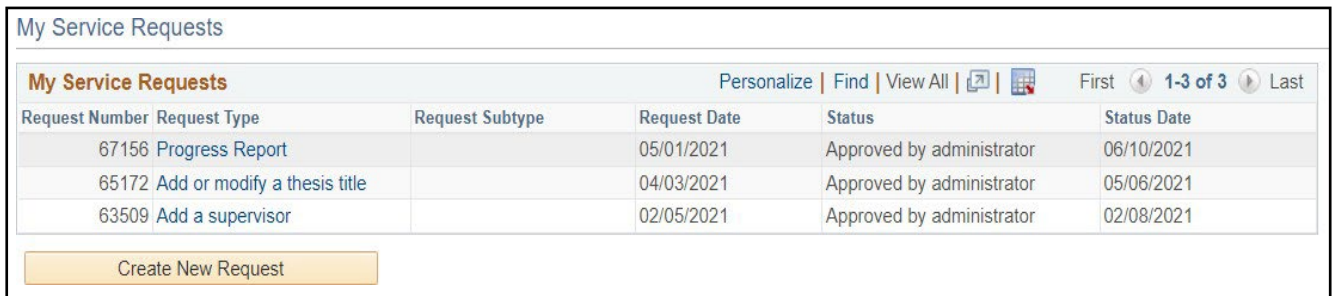
## 2. About service requests

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

There are currently 26 types of service requests. This guide focuses on the requests that Telfer Research students will need to use throughout their program. See Appendix A for a list of these service requests and their descriptions.

## 3. Access your service requests

- a. From the **uoZone Applications** tab, click **Service Requests**.
- b. The **My Service Requests** screen appears. If you have not yet created a service request, the service request table will be empty.



My Service Requests

My Service Requests						Personalize	Find	View All	First	1-3 of 3	Last
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date						
67156	Progress Report		05/01/2021	Approved by administrator	06/10/2021						
65172	Add or modify a thesis title		04/03/2021	Approved by administrator	05/06/2021						
63509	Add a supervisor		02/05/2021	Approved by administrator	02/08/2021						

Create New Request

## 4. Create a service request

- a. From the **uoZone Applications** tab, select **Service Requests**.
- b. From the **My Service Requests** screen, click **Create New Request**.



My Service Requests

My Service Requests						Personalize	Find	View All	First	1-3 of 3	Last
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date						
67156	Progress Report		05/01/2021	Approved by administrator	06/10/2021						
65172	Add or modify a thesis title		04/03/2021	Approved by administrator	05/06/2021						
63509	Add a supervisor		02/05/2021	Approved by administrator	02/08/2021						

Create New Request

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

**Note:** The “PGME Document Request” category only applies to students admitted into a residency program at the Faculty of Medicine.

Select a Request Category

Select a Request Category Personalize | Find | View All | First 1-4 of 4 Last

Request Category
<input type="radio"/> Enrollment related
<input type="radio"/> Research related
<input type="radio"/> PGME Document Request
<input type="radio"/> General

Cancel Next >

- d. Select the type of service request you would like to create and click **Next**. Use the **View All** function at the top of the list to see all the options in the chosen category.

**Note:** Click **Cancel** to cancel the request.

Select a Request Type Personalize | Find | View All | First 1-6 of 9 Last

Request Type
<input type="radio"/> Leave of absence
<input type="radio"/> Deferred Mark
<input type="radio"/> Ontario Visiting Graduate Students (OVGS)
<input type="radio"/> Directed Studies
<input type="radio"/> Extension of the time limit
<input type="radio"/> Transfer from MA to PHD

Cancel < Previous Next >

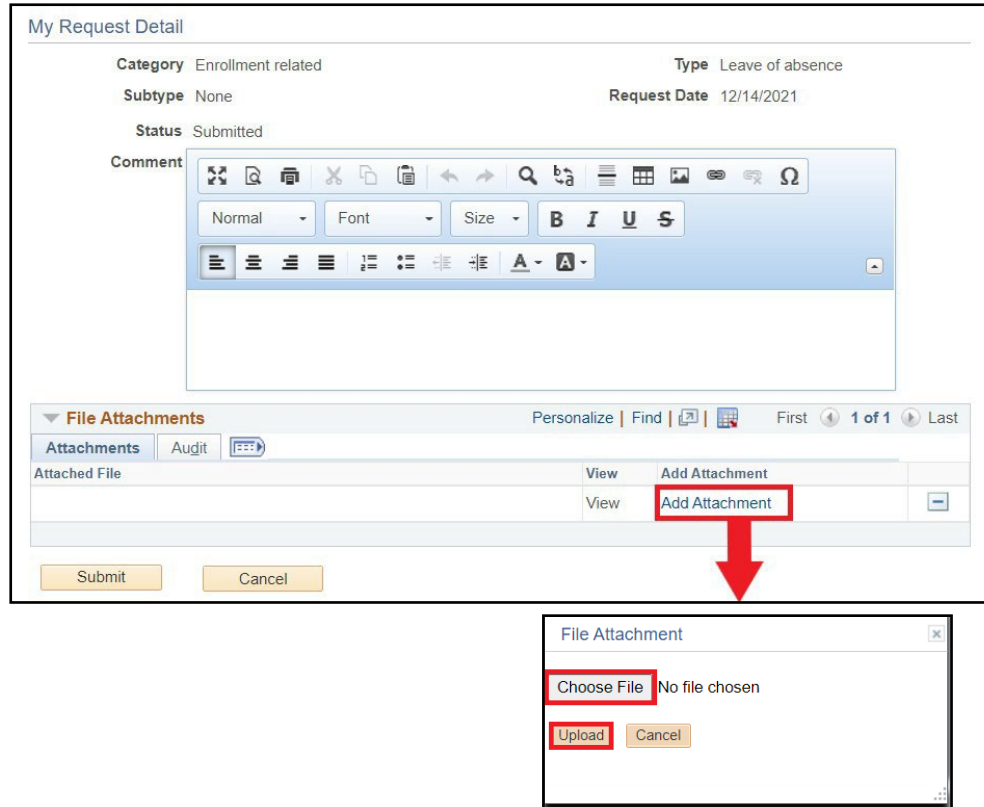
Select a Request Type Personalize | Find | View 6 | First 1-9 of 9 Last

Request Type
<input type="radio"/> Leave of absence
<input type="radio"/> Deferred Mark
<input type="radio"/> Ontario Visiting Graduate Students (OVGS)
<input type="radio"/> Directed Studies
<input type="radio"/> Extension of the time limit
<input type="radio"/> Transfer from MA to PHD
<input type="radio"/> Enrollment
<input type="radio"/> Engineering Research Project/Engineering Report
<input type="radio"/> Residency

Cancel < Previous Next >

- e. If you need to add an attachment, click **Add Attachment** under **File Attachments**, then click **Choose File** to select the document to add, and click **Upload**.

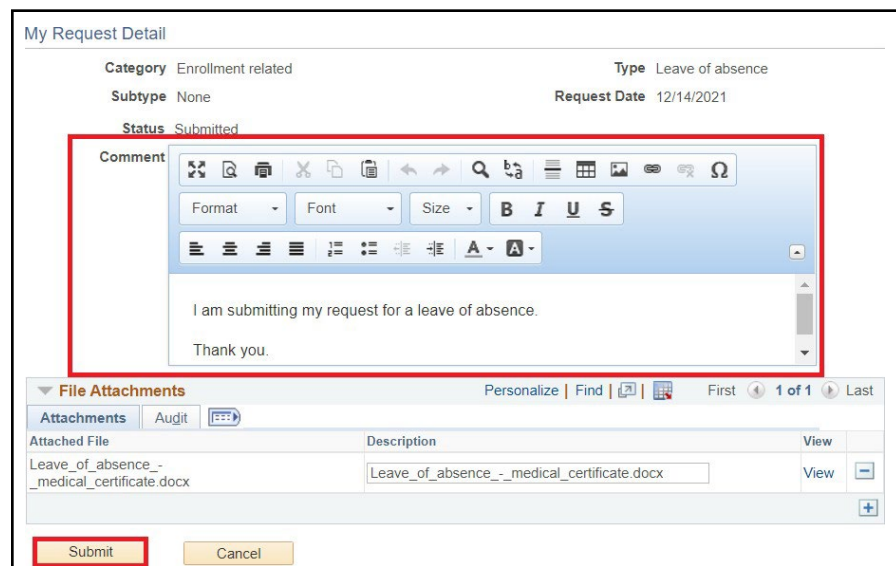
**Note: Check Appendix A - Service Request Types** at the end of this guide to determine whether you need to attach a file to your request.



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

- g. Click **Submit**.

**Note:** Once you have submitted a service request, you can check its status and the status date to see the progress of your request (See Step 6)



## 5. Finding uOttawa Service Request Forms

- You can obtain the relevant forms from the [Graduate and Postdoctoral Studies website](#) (scroll down to find the forms) or from [your academic unit's website](#).
- Click a form title to open it. Enter the information requested and then save the form. You can then attach it to your service request.

Université d'Ottawa | University of Ottawa

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  PH.D. FIRST SESSION OF REGISTRATION:  FALL  WINTER  SPRING / SUMMER TIME LIMIT: \_\_\_\_\_

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

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

My Service Requests Personalize Find View All First 1-4 of 4 Last

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
76517	Leave of absence		12/14/2021	Submitted	12/14/2021
67156	Progress Report		05/01/2021	Approved by administrator	06/10/2021
65172	Add or modify a thesis title		04/03/2021	Approved by administrator	05/06/2021
63509	Add a supervisor		02/05/2021	Approved by administrator	02/08/2021

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

My Service Requests

My Service Requests						Personalize   Find   View All   [Print] [Refresh]	First [Left Arrow] 1-4 of 4 [Right Arrow] Last
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date		
76517	Leave of absence		12/14/2021	Submitted	12/14/2021		
67156	Progress Report		05/01/2021	Approved by administrator	06/10/2021		
65172	Add or modify a thesis title		04/03/2021	Approved by administrator	05/06/2021		
63509	Add a supervisor		02/05/2021	Approved by administrator	02/08/2021		

Create New Request

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

My Service Requests

My Service Requests						Personalize   Find   View All   [Print] [Refresh]	First [Left Arrow] 1-4 of 4 [Right Arrow] Last
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date		
76517	Leave of absence		12/14/2021	Submitted	12/14/2021		
67156	Progress Report		05/01/2021	Approved by administrator	06/10/2021		
65172	Add or modify a thesis title		04/03/2021	Approved by administrator	05/06/2021		
63509	Add a supervisor		02/05/2021	Approved by administrator	02/08/2021		

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**.

My Request Detail

University of Ottawa

Category Enrollment related Request Number 76517

Type Leave of absence Request Date 12/14/2021

Subtype None Status Submitted

Status Date	Comment	By
12/14/2021	I am submitting my request for a leave of absence. Thank you.	

Add Comment Update Last Comment

Enter Comment Below

I have attached a second medical certificate to my initial request.

File Attachments Personalize | Find | [Print] [Refresh] First [Left Arrow] 1-2 of 2 [Right Arrow] Last

Attached File	Description	View
Leave of absence		

My Request Detail

University of Ottawa

Category Enrollment related Request Number 76517

Type Leave of absence Request Date 12/14/2021

Subtype None Status Submitted

Status Date	Comment	By
12/14/2021	I am submitting my request for a leave of absence. Thank you.	

Add Comment Update Last Comment

Enter Comment Below

I am submitting my request for a leave of absence.  
Thank you.

File Attachments Personalize | Find | [Print] [Refresh] First [Left Arrow] 1-2 of 2 [Right Arrow] Last

Attached File	Description	View
Leave of absence		

- g. To view an attachment submitted with a request, click **View** next to the desired attachment. To add an additional attachment, click the “+” sign on the line below the existing attachments, then click **Choose File** to select the document to add and click **Upload**.
- h. To save your modifications, click **Save**. Click **Cancel** to return to the **My Service Requests** screen.

**My Request Detail**

University of Ottawa

**Category** Enrollment related      **Request Number** 76517

**Type** Leave of absence      **Request Date** 12/14/2021

**Subtype** None      **Status** Submitted

Status Date	Comment	By
12/14/2021	I am submitting my request for a leave of absence. Thank you.	

**File Attachments**      Personalize | Find | |      First 1-2 of 2 Last

**Attachments**      Audit

Attached File	Description	View	
Leave_of_absence_-_medical_certificate.docx	Leave_of_absence_-_medical_certificate.docx	View	
Leave_of_absence_-_2nd_medical_certificate.docx	Leave_of_absence_-_2nd_medical_certificate.docx	View	

## APPENDIX A – Service Request Types

The following list briefly describes the most common service requests required for Telfer's M.Sc. and Ph.D. programs:

### **CATEGORY: ENROLMENT RELATED**

---

#### Enrolment

---

**Purpose:**

Enrolment  
Status Change (full-time vs part-time)  
Enrolment modification/cancellation  
Program withdrawal  
Change of Option (Course/ Thesis/ Research Paper)  
Add or modify program (specialization/ concentration/ microprogram)  
Course substitution (exception)

**Deadline to Submit:** Please consult the University's [Important Academic Dates and Deadlines](#) for exact dates.

**Category:** Enrolment

**Service Request Type:** Enrolment

**Subtype:** Enrollment modification/cancellation

**Documents to attach:**

- [Modification/Cancellation of Registration Form](#)
- A note in the comment box explaining which program requirement you'd like this course to satisfy. Ex. I'd like DTI 5125 to count as my out-of-field elective course.

**Necessary Approval:**

- Your primary supervisor
- The program director
- The professor and faculty offering the course

---

#### Leave of Absence

---

**Purpose:** To obtain permission to take a Leave of Absence. A student may apply for temporary leave from his / her studies on medical or compassionate grounds.

**Deadline to Submit:** Usually due by the third week of the applicable term. Please consult the University's [Important Academic Dates and Deadlines](#) for exact dates.

**Category:** Enrolment

**Service Request Type:** Leave of Absence

**Non-compassionate leave (Parental leave; Maternity leave; Medical leave)**

**Documents to attach:**

- [Request for Leave of Absence form](#)
- [Annual Research Progress Report](#) (Within the last 12 months)
- Medical certificate

**Compassionate leave submitted to the Vice Provost for approval**

Leave of absence for reasons other than those listed in the previous section (e.g., financial, employment, natural disaster, caring for a sick person, etc.)

**Documents to attach:**

- [Annual Research Progress Report](#) (last 4 months)
- Explanatory letter (not necessary if well explained in the leave application)
- Supporting documents if needed (Ex. proof of employment)

**Necessary Approval:**

- Your primary supervisor
- The program director
- In some cases, the vice-dean and vice-provost (**Compassionate reasons**)

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## Deferred Mark

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**Purpose:** To obtain an extension for the submission of a final grade. Requests for a deferred grade are used when the appropriate authorities consider that for a valid reason a student has not completed the requirements of a course (please refer to Deferred Evaluation in the general regulations of graduate studies (II-5.3)).

More information can be found here: <https://www2.uottawa.ca/about-us/policies-regulations/academic-regulation-ii-5-examinations-and-grading-graduate-studies>

**Deadline to Submit:** Within 5 working days of the missed assignment or exam.

**Category:** Enrolment

**Service Request Type:** Deferred Mark

**Documents to attach:**

- [Request for a deferred mark form](#)
- Additional documents may be required, such as a medical certificate, etc.

**Necessary Approval:**

- Your primary supervisor
- The program director

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## Ontario Visiting Graduate Students (OVGS)

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**Purpose:** To obtain permission to enroll in a course at another Ontario University. For more information see: <https://cou.ca/resources/graduate-studies/>

**Deadline to Submit:** Please submit your application at least 1 month before the deadline to enroll in your courses.

Please consult the University's [Important Academic Dates and Deadlines](#) for exact dates.

**Category:** Enrolment

**Service Request Type:** Ontario Visiting Graduate Students (OVGS)

**Documents to attach:**

- [Course Attendance Form](#)
- [Ontario Visiting Graduate Student OVGS application](#)
- [Modification/ Cancellation of registration form](#)
- course description and syllabus
- A note in the comment box explaining which program requirement you'd like this course to satisfy.

**Necessary Approval:**

- Your primary supervisor
- The program director

**Procedure:** Your documents will be sent to your host school by uOttawa's registrar team. Once your host school approves your application, they will send you an email with your logins so you can register for the course through their system. We will also register you for OVGS 1000. This course code will appear on your uOttawa transcript.

---

## Directed Reading

---

**Purpose:** To obtain permission to register for the Directed Reading course.

**Deadline to Submit:** Submit your application at least 1 month before the deadline to enrol in your courses.

Please consult the University's [Important Academic Dates and Deadlines](#) for exact dates.

**Category:** Enrolment

**Service Request Type:** Directed Study

**Documents to attach:**

- [Modification or cancellation of registration form](#)
- [Directed Reading Registration form](#)

- [Directed Reading Syllabus Template](#)

**Necessary Approval:**

- Your primary supervisor
- The program director

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## Extension of the Time Limit

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**Purpose:** To obtain permission to extend the time limit to complete the program under exceptional circumstances. (Ph.D. students have 6 years to complete their program.)

**Deadline to Submit:** Submit your request one month before your original time limit.

**Category:** Enrolment

**Service Request Type:** Extension of the time limit

**Documents to attach:**

- [Request for Extension of the Time Limit form](#)
- [Annual Research Progress Report](#)
- [New Plan of Study](#)

**Necessary Approval:**

- Your primary supervisor
- The program director

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## Internship

---

**Purpose:** To obtain permission to register for MHS 7991 – Research Internship.

**Deadline to Submit:** Submit your request one month before you intend to start your internship.

**Category:** Enrolment

**Service Request Type:** Residency

**Sub-Type:** Terms of reference or contract

**Documents to attach:**

- [Internship Agreement Form](#)
- [Internship Learning Objectives](#)
- Research Internship Proposal

**Necessary Approval:**

- Your primary supervisor
- The program director

**CATEGORY: RESEARCH RELATED**

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## Thesis Supervisor

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**Purpose:** Add or change a supervisor or co-supervisor to oversee the thesis research.

**Deadline to Submit:** N/A

**Category:** Research

**Service Request Type:** Add a supervisor

**Documents to attach:**

The name of the supervisor must be added in the comments box. Please state whether this supervisor will act as your primary or co-supervisor.

**Necessary Approval:**

- Your primary supervisor
- The program director

---

## Progress Report

---

1. **Purpose:** To ensure continued and appropriate progress in your research program.

**Deadline to Submit:** During each Spring/Summer semester.

**Category:** Research

**Service Request Type:** Progress Report

**Documents to attach:**

- [Progress Report](#)
- [Tracking Sheet](#)

**Necessary Approval:**

- Your primary supervisor
- The program director

2. **Purpose:** Additional Progress Reports will be required if you receive a Fair or Inadequate grade on your last progress report.

**Deadline to Submit:** This additional Progress Report, along with a Study Plan, will be due the following semester.

**Category:** Research

**Service Request Type:** Progress Report

**Documents to attach:**

- [Progress Report](#)
- [Study Plan](#)

**Necessary Approval:**

- Your primary supervisor
- The program director

**Note:** A Service Indicator is added to your account to remind you to complete your progress report. The Service Indicator will block your registration. Once the progress report is received and approved, the Service Indicator will be removed.

---

**Research Project**

---

1. **Purpose:** To be registered to MGT 6997- M.Sc. Research Project.

**Deadline to Submit:** The semester before you intend to begin work on your Research Project.

**Category:** Research

**Service Request Type:** Research Paper

**Documents to attach:**

- PDF of your Project Proposal
- [Registration to Research Project Form](#)

**Necessary Approval:**

- Your primary supervisor
- The program director

2. **Purpose:** To submit your Research Project evaluation.

**Deadline to Submit:** Once the evaluation of your Research Project is complete.

**Category:** Research

**Service Request Type:** Research Paper

**Documents to attach:**

- [Research Project Evaluation Form](#)

**Necessary Approval:**

- Your primary supervisor
- The program director

---

**Add or Modify Thesis Title or Thesis Topic**

---

1. **Purpose:** To indicate that you and your supervisor have decided on a topic for your thesis.

**Deadline to Submit:** As required indicated in student center (Milestone).



**Category:** Research

**Service Request Type:** Thesis Title

**Documents to attach:**

- Your thesis topic must be added in the comments box.

**Necessary Approval:**

- Your primary supervisor
- The program director

**Note:** A Service Indicator is added to your account to remind you to submit your thesis topic. The Service Indicator will block your registration. Once your thesis topic is received and entered, the Service Indicator will be removed.

**2. Purpose:** To update your thesis title in the system.

**Deadline to Submit:** N/A

**Category:** Research

**Service Request Type:** Thesis Title

**Documents to attach:**

- Your new thesis title must be added in the comments box.

**Necessary Approval:**

- Your primary supervisor
- The program director

**Note:** A Service Indicator is added to your account to remind you to submit your thesis topic. The Service Indicator will block your registration. Once your thesis topic is received and entered, the Service Indicator will be removed.

---

## **Thesis Advisory Committee (TAC)**

---

**Purpose:** To create a thesis advisory committee that will support you through your research. (Ph.D. only)

**Deadline to Submit:** Before the end of your fourth semester.

**Category:** Research

**Service Request Type:** Thesis Advisory Committee (TAC)

**Documents to attach:**

- [Nomination of Thesis Advisory Committee Members form](#)
- CV of any members from outside of Telfer

**Necessary Approval:**

- Your primary supervisor
- The program director

**Note:** A Service Indicator is added to your account to remind you to complete your TAC. The Service Indicator will block your registration. Once the TAC is received and approved, the Service Indicator will be removed.

---

## Comprehensive Examination

---

**Purpose:** To submit your Comprehensive Exam results. Ideally, you will complete your Comprehensive exam by the end of your 5<sup>th</sup> semester. (Ph.D. only)

**Deadline to Submit:** N/A

**Category:** Research

**Service Request Type:** Comprehensive Examination

**Documents to attach:**

- [Comprehensive Exam Report Form](#)

**Necessary Approval:**

- Your primary supervisor
- The program director

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## Thesis Proposal

---

**Purpose:** To submit your Thesis Proposal results.

**Deadline to Submit:** N/A

**Category:** Research

**Service Request Type:** Thesis Proposal

**Documents to attach:**

- [Thesis Proposal Approval Form](#) (Ph.D)
- [Master's Thesis Proposal Form](#) (M.Sc.)

**Necessary Approval:**

- Your primary supervisor
- The program director

---

## List of Examiners for Evaluation of the Thesis

---

**Purpose:** To register the names of your thesis examiners. Your thesis examiners do not have to be members of your TAC.

**Deadline to Submit:** At least one month before you intend to submit your thesis of formal evaluation.

**Category:** Research

**Service Request Type:** List of examiners for evaluation of the thesis

**Documents to attach:**

- [List of Examiners for Final Thesis](#)
- The CV of any external examiners. (An external examiner is any examiner outside of Telfer.)

**Necessary Approval:**

- Your primary supervisor
- The program director

---

## Initial Thesis Submission for Evaluation

---

**Purpose:** To submit your written thesis for formal evaluation.

**Deadline to Submit:** N/A.

**Category:** Research

**Service Request Type:** Initial submission for evaluation

**Documents to attach:**

- A PDF of your written thesis

**Necessary Approval:**

- Your primary supervisor
- The program director

**Procedure:** The graduate office will send your thesis to your examiners. The graduate office will ensure that you receive an Evaluation Report once all the evaluations have been submitted.

---

## Thesis Defence (Oral)

---

**Purpose:** To indicate that you wish to proceed with your oral thesis defence.

**Deadline to Submit:** Within 5 business days of receiving your written thesis evaluations.

**Category:** Research

**Service Request Type:** Thesis Defence (Oral)

**Documents to attach:**

- No attachments or comments required.

**Necessary Approval:**

- Graduate office

---

## Submitting the Final Version of Your Thesis

---

**Purpose:** To demonstrate that you have completed the necessary changes and corrections to your thesis, and you are ready to deposit the final version with uoResearch.

**Deadline to Submit:**

For Verdict 1: Within 30 days of your thesis defence.

For Verdict 2: Within 120 days of your thesis defence.

**Category:** Research

**Service Request Type:** Attestation of final version of your thesis

**Documents to attach:**

- A PDF of your final thesis

**Necessary Approval:**

- Supervisor
- Graduate Office

---

## Fifth Year Funding

---

**Purpose:** To request partial funding during the 5<sup>th</sup> year of your studies. (Ph.D. only)

**Deadline to Submit:** Around the beginning of each semester during your 5<sup>th</sup> year.

**Category:** Research

**Service Request Type:** Progress Report

**Documents to attach:**

- Satisfactory [Progress Report](#)
- A request for 5<sup>th</sup> year funding must be added to the comment box.

**Necessary Approval:**

- Your primary supervisor
- The program director

**CATEGORY: GENERAL**

---

**Exception to the Ten-Hour Rule**

---

**Purpose:** Request permission to work more than 10 hours per week.

**Deadline to Submit:** Before the start of a new semester.

**Category:** General

**Service Request Type:** Exception to the 10-hour rule

**Documents to attach:**

- [Request for an exception to the 10-hour rule form](#)

**Necessary Approval:**

- Your primary supervisor
- The program director