

Information &  
Technology  
Services

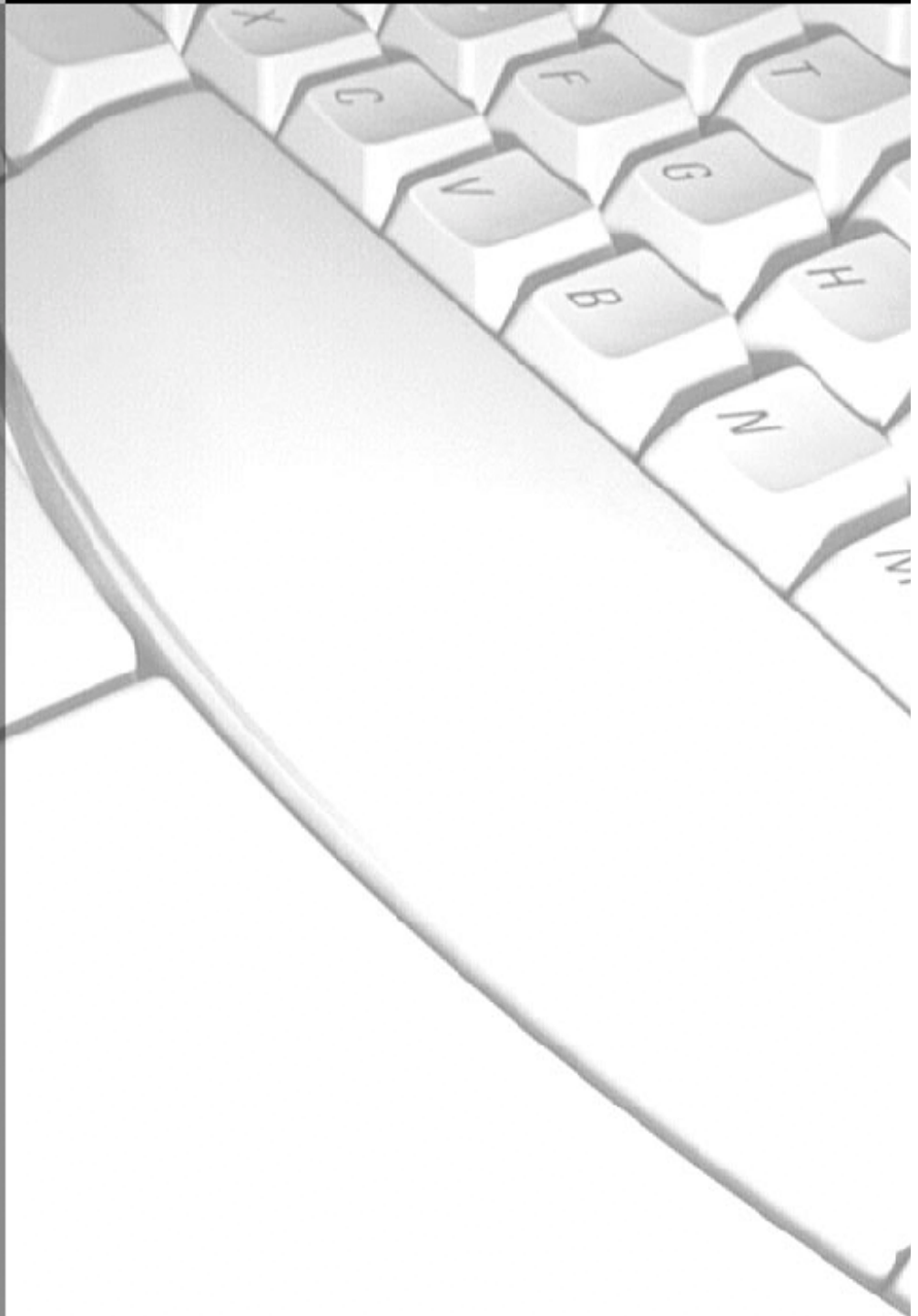
Customer  
Support Services

# Requesting Support and Access Services

April 2002

Support and Access Services Management Information System #R-04

R·I·T



Copyright © 1998-2002 by Rochester Institute of Technology.  
All rights reserved.

Trademarks and registered trademarks used herein are property of their respective holders.

Designed and produced by the Customer Support (CS) department of the Information & Technology Services (ITS) division at Rochester Institute of Technology (RIT), 1 Lomb Memorial Drive, Rochester, NY 14623,  
<http://www.rit.edu>

Revision history:  
April 12, 2002, first edition

## What is the ITS HelpDesk?

The ITS HelpDesk is a central place to ask your computing questions at RIT. The ITS HelpDesk can answer questions about RIT's centralized computing systems, the campus network, Mac OS, Microsoft Windows, and various computer application programs (such as Microsoft Office). The ITS HelpDesk can draw upon the knowledge of other ITS staff to answer your questions in a timely manner. The ITS HelpDesk is your primary point of contact for computer related assistance.

You can reach the ITS HelpDesk:

- by voice telephone at 585-475-HELP (4357)
- by TTY at 585-475-2810
- by facsimile at 585-475-7884
- by electronic mail to [helpdesk@rit.edu](mailto:helpdesk@rit.edu).
- by the World Wide Web at <http://www.rit.edu/css/>.
- inside the Frank E. Gannett Building (7b), Room 1113 (right off the main lobby).

Most ITS HelpDesk documents are available at <http://www.rit.edu/css/publications/docs>.

## What is the Residential Computing (Resnet) office?

If you have a question specifically about your network connection in your RIT-owned residence (room, suite, or apartment) you can directly contact the Residential Computing (Resnet) office. While the ITS HelpDesk is a general computing resource for the entire RIT campus, the Resnet staff can help you connect your Mac OS or Microsoft Windows-based computer in your RIT housing complex residence. You can reach Resnet:

- by voice telephone at 585-475-2600
- by TTY at 585-475-4927
- by electronic mail to [resnet@rit.edu](mailto:resnet@rit.edu).
- by the World Wide Web at <http://resnet.rit.edu/>.
- in person in the Nathaniel Rochester Hall (Building 43), Room 1034.

The Resnet office can help you with Ethernet connections in your room, suite, or apartment. Please contact the ITS HelpDesk for assistance if you are using a modem to connect with the RIT DialIP remote Internet connection service.

---

## Contents:

What are the NTID support and access services?.....	3
How do I get help on creating and managing service requests?.....	3
How do I create and manage service requests?.....	4
Logging on to the MIS.....	4
Requesting academic services .....	4
Requesting non-academic services .....	7
Checking the status of a request .....	8
Canceling an academic request.....	9
Canceling a non-academic request .....	9
Logging off of the MIS.....	9

## **What are the NTID support and access services?**

The support and access services include interpreting, tutoring, and notetaking. You can log on to the support and access services Management Information System (MIS) with your DCE username and password to request support and access services. With the MIS, students, faculty, and staff can:

- request services for non-academic events
- view a list of their requests for a given quarter
- view the details of a particular request
- check the status of a request
- cancel a non-academic request

Also, students can access the Student Information System (SIS) through the MIS. From within SIS, students can register for courses that provide support and access services, or request services for courses that are currently unsupported. Students can also cancel service requests from within SIS.

## **How do I get help on creating and managing service requests?**

This document provides basic instructions on using the MIS and SIS to request support and access services. It also provides instructions on managing your requests. Online help is also available from within the MIS and SIS. For additional assistance with the MIS, contact the ITS HelpDesk (see contact information on page 2). For additional assistance with SIS, including help resetting your PIN, contact the registrar's office.

# How do I create and manage service requests?

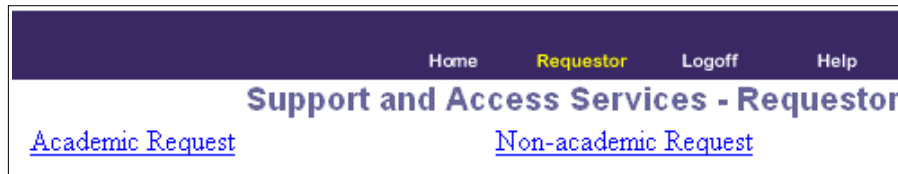
Follow these instructions to log on to the MIS and create and manage service requests. To register for courses that already provide support and access services, or to request services for currently unsupported courses, students can access SIS through the MIS, or they can directly access SIS.

## Logging on to the MIS

1. Start your web browser (Microsoft Internet Explorer or Netscape Navigator).
2. Type “<http://cbgs.rit.edu>” in the “Address” or “Go to” area. An “Enter Network Password” window appears.
3. Type your DCE username and password and click “OK”. The MIS home page appears.



The main menu appears in the upper right area of every MIS web page. The “Home”, “Requestor”, “Logoff”, and “Help” commands are available to all users. When you click on the “Requestor” command, a “Support and Access Services – Requestor” window appears. Near the top of the window are the “Academic Request” and “Non-Academic Request” commands.



## Requesting academic services

After logging on to the MIS, students can access SIS to register for ongoing academic courses that already have support and access services. Students can also access SIS to request support and access services for courses that don't already have these services.

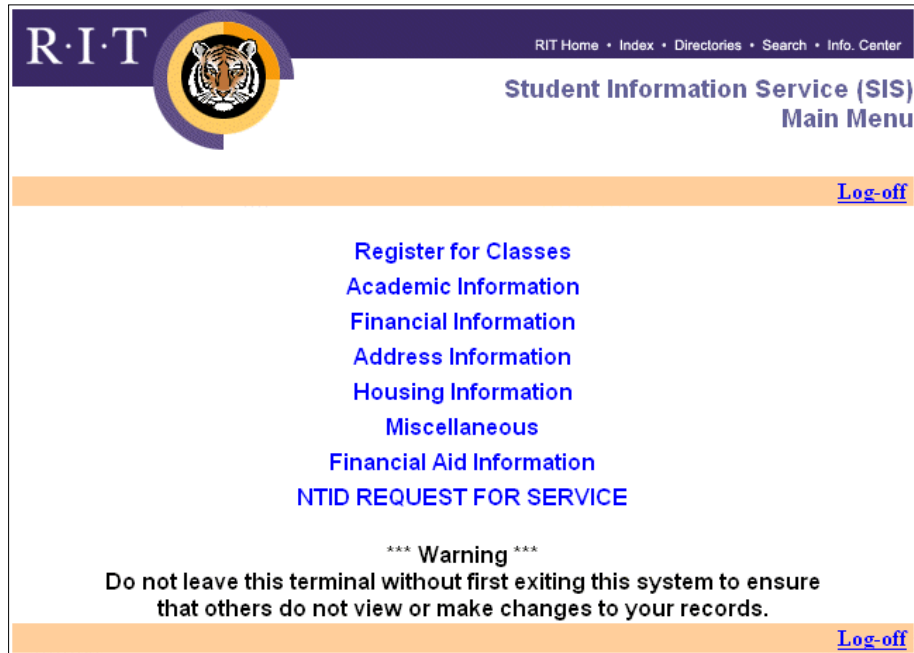
### Accessing SIS

From the “Requestor” web page, do the following:

1. Click the “Academic Request” command. The “Academic Requests” window appears showing a list of requests you have made for the current quarter.
2. Click on the word “here” that appears in the paragraph above the Refresh button. An “Enter Network Password” window appears.

Note: Students can directly access SIS without logging on to the MIS. To do this, go to <<http://www.rit.edu/~webtools/infocenter>>, click on “Student Information System” and follow the steps below.

3. Enter your DCE username and password and click “OK”. The “Student Information Service (SIS) Login” page appears.
4. Enter your student ID number and click “Submit”. A new page appears.
5. Enter your PIN number and click “Submit”. The “Student Information Service (SIS) Main Menu” page appears.



### Registering for supported courses

If you require support and access services, and the course you are registering for is already supported, you must also submit an “NTID Request for Services” after you register for the course. Once you are logged on to SIS, follow this procedure:

1. Click on “Register for Classes”.
2. Click “Continue”. The “Register for Classes” page appears.
3. Scroll down to the “Add a class” section and follow the instructions under “Method 2 – slowly but surely” to view a list of open courses. This list will include an “S”, “R” or “O” at the end of the course information. “S” means support and/or access services are assigned. “R” means support and/or access services have been requested. An “O” means support and/or access services have not been requested in the current term. It is best to register for courses where services are provided (“S”) or requested (“R”).
4. Click “Main Menu” at the bottom of the screen when you are finished registering for courses. The main menu appears.
5. Follow the instructions in the “Requesting services for courses” section (next).

## Requesting services for courses

Follow the procedure below to request support and access services. You must first register for a course and then log a request for the services you require. Make sure you log a request even if the course listing shows that the services have already been requested by someone else.

1. Click "NTID REQUEST FOR SERVICE" on the main SIS menu. The "NTID Services Selection" page appears. This page lists the courses for which you are registered, and asks what services you would like to request.
2. Place a checkmark in the box for the services you require for the corresponding course in the list. If you select the "Interpreting" box, make sure you answer the questions that appear in the lower portion of the screen.
3. Type any comments to include with your request in the comments area.
4. Click on "Submit Service Request". Your request is submitted to the appropriate parties for review and processing.

Note: To view the status of your request, follow the instructions in the "Checking the status of a request" section on page 8.

RIT Home • Index • Directories • Search • Info. Center

### Student Information Service (SIS) NTID Services Selection

Register for Classes | Academic Information | Financial Information | Address Information | Housing Information | Miscellaneous | Financial Aid Information

- If you need support or access services, you must request on this page.
- You must request services \*even if other students have already submitted a request\*.
- If you rely on previous requestors to acquire services, services may be removed if the previous requestor drops the course

Course Number	Course Title	NTID Services		
		Interpreting	Notetaking	Tutoring
0504-225-01	WRITING & LITERATURE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you selected Interpreting please answer the following:

When participating in class, do you:

Speak for yourself?  
 Use the interpreter to speak for you?

My communication style is:

Most like English and/or depend on speech reading  
 Most like ASL, not concerned with speech reading

Comments: Please tell us more about your request.

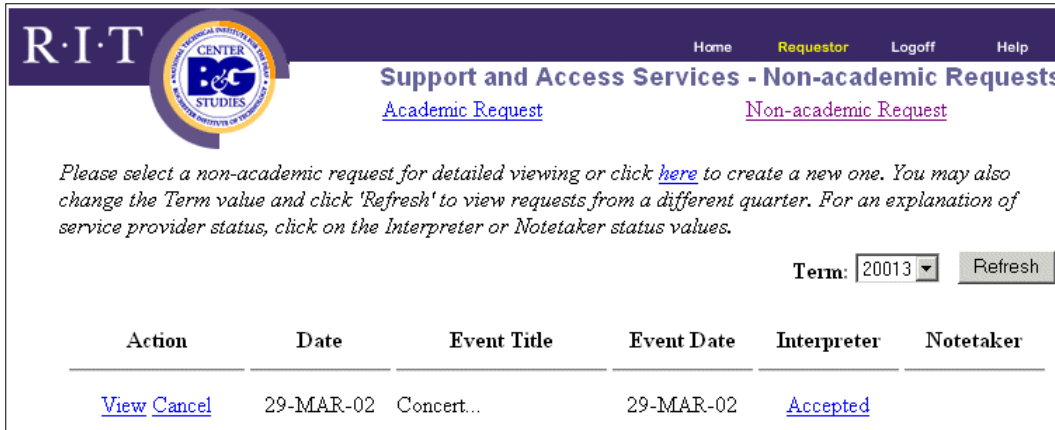
**Note: Please understand, a request does not guarantee services.**

[Log-off](#)

## Requesting non-academic services

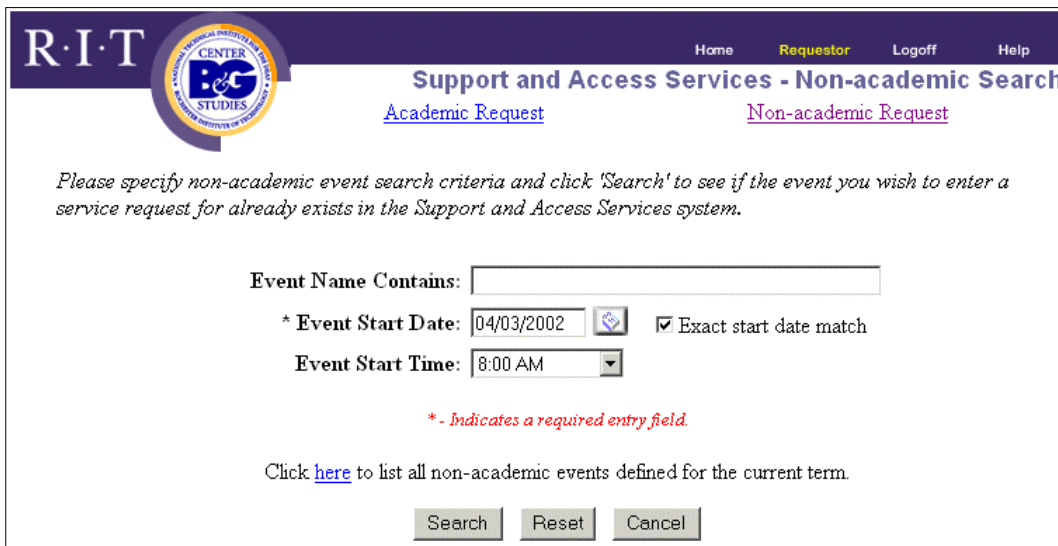
Students, faculty, and staff can request support and access services for non-academic events. After logging on to the MIS, follow this procedure:

1. Click the “Non-academic Request” command. The “Non-academic Requests” window appears showing a list of requests you have made for the current quarter.



Action	Date	Event Title	Event Date	Interpreter	Notetaker
<a href="#">View</a> <a href="#">Cancel</a>	29-MAR-02	Concert...	29-MAR-02	<a href="#">Accepted</a>	

2. Click on the word “here” that appears in the paragraph above the Refresh button. A “Non-academic Search” page appears. To avoid duplicate listings, you must perform a search for the event before you can log a service request for the event. To display a list of all non-academic events for the current quarter, click the word “here” that appears above the Search button. Otherwise follow steps 3 – 6 below.



\* - Indicates a required entry field.

Click [here](#) to list all non-academic events defined for the current term.

3. Type in the search parameters for a description of the event in the “Event Name Contains” area.
4. Modify the event start date, if necessary. You can click on the icon next to the event start date to view and select dates from a calendar.

5. Check or uncheck the “Exact start date match” box. If the box is unchecked, the MIS will search a range of dates that includes five days before and after the specified date.
6. Select the event start time from the drop-down list, and then click “Search”. The “Search Results” page appears.

Requested non-academic event records displayed below, please select an event for detailed Viewing or to Request services for. You can click [here](#) to add a new event and services request.

Action	Event Title	Start Date	End Date	Event Type
<a href="#">View Request</a>	Concert...	29-MAR-02	29-MAR-02	Public
<a href="#">View Request</a>	Concert...	02-APR-02	02-APR-02	Public

Note: If the system does not find a match, you can either alter your search criteria or click on the word “here” to make a new request.

7. Click the “View” command that appears under the Action column to view the details of a request. This may help to determine if a listed event matches your request.
8. Click “Request” if the listed event matches your request. A “Service Request” page appears. Make sure you submit a request for services even if someone else has already submitted a request. If the other person cancels their request at some point in the future, the services may not be provided for the event.
9. Select the appropriate choices and otherwise fill out the “Service Request” page. If you are requesting an interpreter, make sure you indicate your preferred communication style by selecting the appropriate choices below the Interpreter box.
10. Click “Submit” to send your request to an interpreting or notetaking coordinator. Your request will be reviewed and you will be contacted.

### ***Checking the status of a request***

To check on the status of a request, do the following:

#### **Display a list of requests**

1. Log on to the MIS and select the “Academic Request” or “Non-Academic Request” command. The “Academic Requests” or “Non-Academic Requests” page appears.
2. Select the quarter for which you want to view the requests from the “For Term” drop down list.

3. Click on the “Refresh” button. The new list appears. The last two columns show the status for each request. For more information you can view the details of a request (next section).

### View the details of a request

1. Click “View” for the request you want to check. The “Request Detail” page appears.
2. Scroll down to the “Service Providers” section to see the service providers assigned, if any.

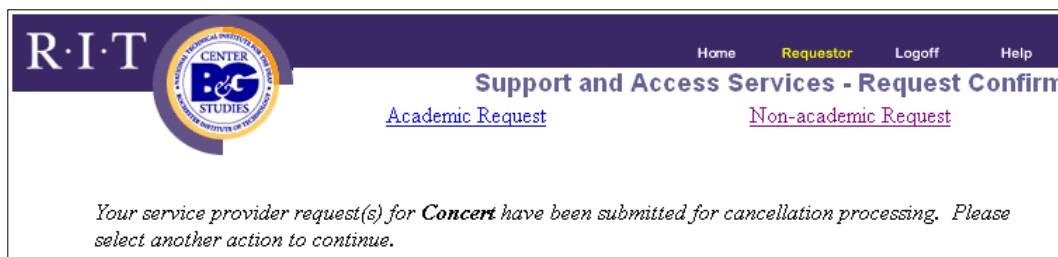
### Canceling an academic request

If you drop or withdraw from a course for which you have requested services, your request is automatically canceled. To cancel a request and stay registered for a course:

1. Log on to SIS and select “NTID REQUEST FOR SERVICE” from the main SIS menu. The “NTID Services Selection” page appears. This page lists the courses for which you are registered and the NTID services you requested.
2. Remove checkmarks from the boxes for the services you wish to cancel.
3. Click on "Submit Service Request" to submit the edited request. Your new request is submitted to the appropriate parties who will review and cancel your original request.

### Canceling a non-academic request

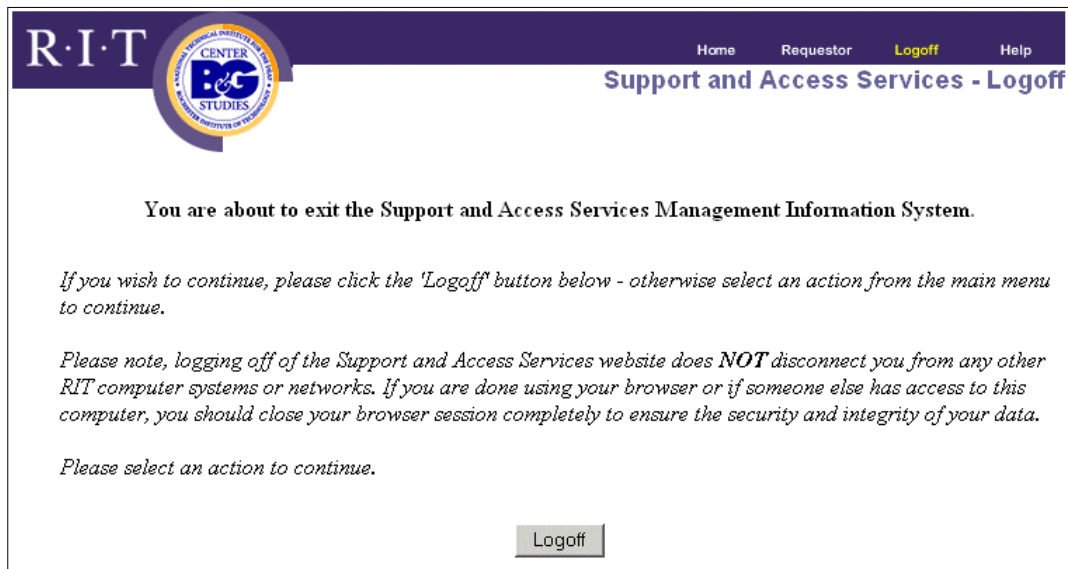
1. Log on to the MIS and select the “Non-academic Request” command. The “Non-academic Requests” window appears showing a list of requests you have made for the current quarter.
2. Click the “Cancel” command for the request you wish to cancel. A window appears asking if you are sure you want to cancel your request.
3. Click “OK” to cancel the request. A “Request Confirm” page appears telling you that the request has been submitted for cancellation processing.



### Logging off of the MIS

For security reasons, it is important for you to properly log off when you are finished using the MIS. Follow this procedure to log off:

1. Click the “Logoff” command on the main menu. A “Support and Access Services – Logoff” page appears.



2. Click the “Logoff” button that appears near the bottom of the page. A new page appears.
3. Click on the “File” menu and select “Close” to exit your web browser window.