
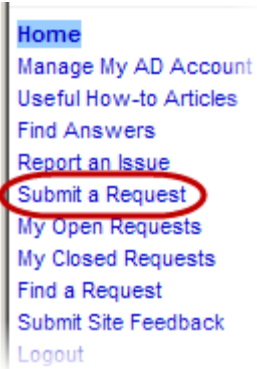




Submitting an Academic Services Request

The following items can be requested as an Academic Services Request using the MyTSC ticketing system:

- Course Content
- Course Creation
- Enrollment
- Report and Data Maintenance
- Training

Here are directions for submitting an Academic Services Request:

1. Login to https://mytsc.carilionclinic.org or double click the MyTSC icon  on your desktop.	
2. On the left side of the window, click on Submit a Request .	
3. On the right, click on Academic Services Request.	 <div data-bbox="873 1327 1518 1486" style="border: 2px solid red; border-radius: 15px; padding: 10px;"><p> Academic Services Request</p><p>Submit a request for academic services such as uploading course content, enrollment, training, etc.</p></div>

4. To the right, you will see links for Academic Services and a link for **More results**. The **More results** link takes you to the **Training** link.

Click on the link for the service you would like to request.

[Course Content](#)

Select this option to submit a request for course content to be uploaded to a learning management system.

[Course Creation](#)

Select this option to submit a request for the creation of a new course.

[Enrollment](#)

Select this option to submit an enrollment request.

[Report and Data Maintenance](#)

Select this option to submit a request for a report or data maintenance

Items 1-4 of 5

[More results](#)

[Training](#)

Select this option to submit a request for system training.

5. Fill in your contact information, the details of your request and the description of your request.

Contact Information

Requested By: HALPIN, DAVID M.
 Requested For: * HALPIN, DAVID M.
 Phone: * 555-1212

Request Details

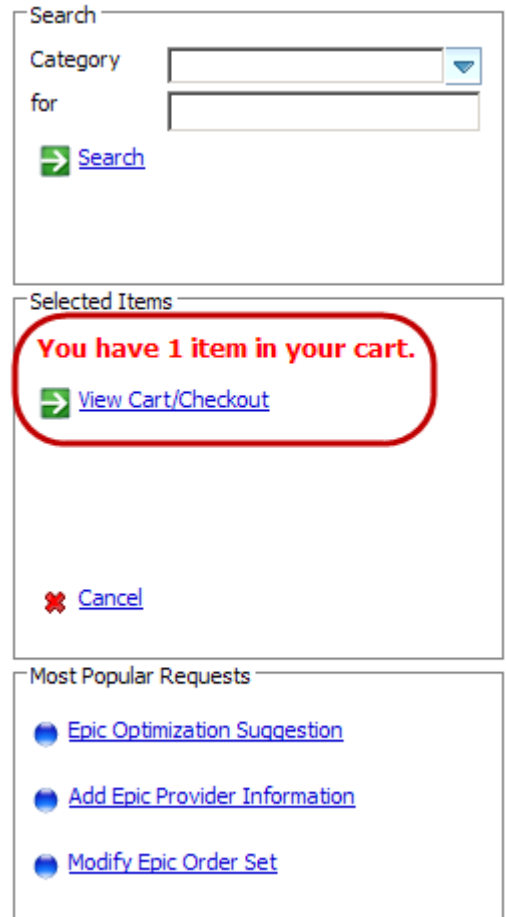
Course Number: * JC-BIO100-01-FA13
 Course Name: * Introduction to Biology
 Folder: * All
 Content Area: * All
 Requested By Date: 12/20/13 00:00:00

Please provide a detailed description of your request: *


Please copy section 01 of my fall 2013 course to section 01 of my spring 2014 course.

6. Click **Add to Cart**.  [Add to Cart](#)

7. If you need additional services, click on the service links to the right and follow the previous steps. When you are finished with your request, click on **View Cart/Checkout**.




The screenshot shows a search bar with a 'Category' dropdown and a 'for' text input. Below the search bar is a 'Search' button with a right-pointing arrow. Underneath is a 'Selected Items' section with a red-bordered box containing the text 'You have 1 item in your cart.' and a 'View Cart/Checkout' button with a right-pointing arrow. Below that is a 'Cancel' button with a red 'X' icon. At the bottom is a 'Most Popular Requests' section with three links: 'Epic Optimization Suggestion', 'Add Epic Provider Information', and 'Modify Epic Order Set', each with a blue circular icon.

8. Review the items in your cart and choose **Submit Request**.  [Submit Request](#)

9. Enter the required information and click **Submit**.  [Submit](#)

10. A note will appear at the top of the request window stating “Your request has been submitted...”

 Your request has been submitted. You may reference your request as SD401837. Press the "Continue" button to exit.

Press **Continue**.  [Continue](#)

11. To Review the status of your submitted requests, click on **My Open Requests** in the Home screen.

The screenshot shows a navigation menu on the left with the following items: Home, Manage My AD Account, Useful How-to Articles, Find Answers, Report an Issue, Submit a Request, My Open Requests (circled in red), My Closed Requests, Find a Request, Submit Site Feedback, and Logout. A blue arrow points from the 'My Open Requests' link to a table on the right. The table is titled 'My Open Requests' and contains one row of data.

Interaction ID	Open Date/Time	Description
SD401837	12/05/13 09:35:41	BIO 100 course copy

For additional Academic Technology Resources, access our website at:
<http://ats.carilionclinic.org>