

How to Create a Request

The Student Success Centre (SSC) responds to student requests Monday–Friday, 8:30 AM. to 4:30 PM (MT). To contact the SSC, you can:

Phone: 1-855-362-2870

Email: fst_success@athabascau.ca

Student Success Centre: <https://scc.athabascau.ca/>

You can also select the **Make a Request** form in your course to access the form at <https://scc.athabascau.ca/>.

The screenshot shows the Athabasca University website interface for a course page. At the top left is the Athabasca University logo. The course title is 'Biology 235 Human Anatomy and Physiology (Rev. C11)'. A navigation menu on the left includes 'Home', 'My home', 'Site pages', and 'My profile'. A central image shows a human torso with the cardiovascular system highlighted. On the right, a 'Student Success Centre' sidebar is visible, containing a 'Make a Request' button highlighted with an orange arrow. The sidebar also includes links for 'How We Can Help', 'Using the Request System', and 'AU Resources for Students'.

You will be directed to the Student Support (Greymatter) Portal. Select 'Open a New Case' to start a new case.

The screenshot shows the Student Support (Greymatter) Portal. At the top is the heading 'Home'. Below it is a search bar with the text 'Q Ask a Question?' and a description: 'Get real-time answers to common questions about AU, including fees, admissions, courses, programs, transcripts and exams.' Below the search bar is a section titled 'Not Finding Your Answer' with instructions on how to sign in or create a profile. Below that is a section titled 'Asking Your Questions' with instructions on how to use the 'Open a New Case' button. A table of open cases is displayed below, with columns for Case Number, Case Title, Case Type, Subject, Origin, Requester, Status Reason, and Created On. The 'Open a New Case' button is highlighted with a red circle.

Case Number	Case Title	Case Type	Subject	Origin	Requester	Status Reason	Created On
CAS-01980-F9X7M9	test new login oct 22	Academic Services (course specific inquiries, assignment, quizzes and exam preparation)		Web	Karen Stauffer	In Progress	10/22/2018 8:30 AM
CAS-01964-W3R3C9	test new login	Academic Services (course specific inquiries, assignment, quizzes and exam preparation)		Web	Karen Stauffer	In Progress	10/19/2018 12:57 PM

Open, Flexible, and Everywhere



The new case opens with several fields to fill out, including a description and a file attachment area.

The screenshot shows the 'Open a New Case' form on the Alabama University website. The form includes a header with the university logo and contact information. Below the header, there are navigation links for 'SCHEDULED SERVICES' and 'CONTACT US'. The main form area contains several fields: a breadcrumb trail 'HOME / SUPPORT / OPEN A NEW CASE', a title 'Open a New Case', a 'Department' dropdown menu, a 'Case Type' dropdown menu, a 'Title' text input field, a 'Course Number/Revision (if case is related to a Course)' dropdown menu, and a 'Requester' field with the name 'Karen Stauffer'. Below these fields is a rich text editor with a toolbar and a large text area. At the bottom, there is an 'Attach a File' section with a 'Browse' button and a 'Submit' button.

1. The Department drop-down list allows you to select the Department you want the request sent to.

This image shows a close-up of the 'Department' dropdown menu. The menu is open, displaying a list of options: 'AU Information Centre', 'Faculty Of Business', 'Faculty of Science and Technology', and 'Other / I don't know'. The first option, 'AU Information Centre', is highlighted in blue. The dropdown is titled 'Department' and has a small 'Ca' label to its right.

2. The Case Type allows you to select the type of request you are making.

This image shows a close-up of the 'Case Type' dropdown menu. The menu is open, displaying a list of options: 'Admission and Registration Inquiries', 'Advising Services (program planning, transfer credit and course selection)', 'Academic Services (course specific inquiries, assignment, quizzes and exam preparation)', 'Counselling Services (education and career planning, study skills and wellness)', 'Examination scheduling (invigilation, fees and booking)', and 'All other Inquiries (general information)'. The first option, 'Admission and Registration Inquiries', is highlighted in blue. The dropdown is titled 'Case Type' and has a small 'Ca' label to its right. Below the dropdown, the name 'Karen Stauffer' is visible.

3. Click on the Course Number Field and enter the course name in the search field. Pick your course from the results and click on 'Select'.

Lookup Records

comp200

Name	Course Name	Moodle Service Url	Moodle Course Id	Process Call to Web Service	Created On
COMP200 R7	COMP200	scis.lms.athabascau.ca	484	Yes	8/2/2018 3:13 PM

Select Cancel Remove Value

Course Number/Revision (If case is related to a Course)

Requester * Karen Stauffer

4. Once you completed filling in your form, select Submit and the case will be sent to the AU Frontline staff for processing. You will receive an email notification when it has been responded to.