

How to Reopen a Request

If you wish to reopen a Request that has been closed, go to the link for the Student Support (Greymatter) Portal (also called the Student Success Centre): <https://scc.athabasca.ca/>

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

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Biology 235
Human Anatomy and Physiology (Rev. C11)

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17 Sep. 2:25:59 johnup
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You are logged in as Jody McGarry-Liddell (Log out)

Student Success Centre
The Student Success Centre is here for you.
How We Can Help
Using the Request System
Make a Request
AU Resources for Students

You will be directed to the Student Support (Greymatter) Portal. Select 'My Closed Cases' from the drop-down list. Click on the Case Number to select the case you wish to reopen.

Athabasca University open online everywhere Call us today 1-800-788-9041 Karen Stauffer -

SCHEDULED SERVICES CONTACT US

HOME / SUPPORT

Support

Q Ask a Question?
Get real-time answers to common questions about AU, including fees, admissions, courses, programs, transcripts and exams.
e.g. User login is failing

Not Finding Your Answer
If you did not find your answers above, please sign in or create a profile by clicking the links in the top right corner of this page. Once you are signed in you can "Open A New Case" or check on cases you have previously opened.

Asking Your Questions
Click the "Open a New Case" button to ask any questions you may have about AU, our programs or courses. A case record will open and display below to view, add comments, email or re-open. To view all cases click the toggle arrow next to the "My Open Cases". Click the Case Number to open your requests.

My Open Cases - Search Open a New Case

Case Title	Case Type	Subject	Origin	Requester	Status Reason	Created On
for documentation	Examination scheduling (invigilation, fees and booking)		web	Karen Stauffer	In Progress	10/23/2018 3:06 PM
CAS-01660-F9X7W9 test new login oct 22	Academic Services (course specific inquiries, assignment, quizzes and exam preparation)		web	Karen Stauffer	In Progress	10/23/2018 8:30 AM
CAS-01664-W9K3C9 test new login	Academic Services (course specific inquiries, assignment, quizzes and exam preparation)		web	Karen Stauffer	In Progress	10/19/2018 12:57 PM

Click on the 'Reopen Case' button at the bottom of the screen.

The screenshot shows a web interface for a case management system. At the top, the case title is "test add student id# CAS-01446-D4S2H1". Below this, there are two tabs: "Admission and registration inquiries" and "Resolved - Problem solved". The "General" section contains the following information:

Case Number	CAS-01446-D4S2H1	Last updated	10/18/2018 11:22 AM
Case Type	Admission and Registration Inquiries	Department	Faculty of Science and Technology
Course Number/Revision (if case is related to a Course)	COMP200 R7	Requester *	Karen Stauffer

Below the general information is a "Description" field with a rich text editor. The text "test add student id#" is entered into the editor. Below the description is a "Timeline" section with a message: "There are no activities to display." At the bottom of the page, there is a button labeled "Reopen Case" which is circled in red.

Ensure that you enter a comment so that it is clear why you are opening the case. If you are responding to your AE, they will receive an email notification that the case has been reopened.

test add student id# CAS-01446-D4S2H1

Admission and Registration Inquiries **Active - In Progress**

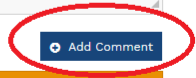
General

Case Number	Last Updated
CAS-01446-D4S2H1	10/22/2018 3:17 PM
Case Type	Department
Admission and Registration Inquiries	Faculty of Science and Technology
Course Number/Revision (if case is related to a Course)	Requester *
COMP200 R7	Karen Stauffer

Description

Rich text editor toolbar with icons for undo, redo, bold, italic, text color, background color, bulleted list, numbered list, link, unlink, source, and help. Below the toolbar, the text "test add student id#" is entered into the editor area.

Timeline



There are no activities to display.

Cancel Case