



Regular iSupporter? This job aid is for you!

You want to make your request, and are willing to provide details, but are not interested in getting bogged down in an online system. To use iSupport, follow these directions...

The Education Support Menu

After you log in, you should see the main menu, it looks like this:



Click on your area of interest.

The Short Form

Every module in iSupport allows you to choose the SHORT FORM for your scheduling requests. This is the fastest way to make a request. The only problem with it is that the processing of your request may take a little longer because information may be missing. (See the job aid on page 6 for details).

As a general rule, the more detailed the information you provide in your request, the more quickly your request can be processed.

Beyond the Short Form

We provided the SHORT FORM because we knew there were users who would prefer to be in and out of the system quickly... But, there is a benefit in taking the time and filling out either all or part of the longer forms in the iSupport system.

We have repeated it in little sidebar callouts: The more information you can provide, the faster your request will be processed.

What Makes You a “Regular” User of iSupport?

The difference between a “Reluctant” user and a “Regular” user is that the regular user is willing to provide more information.

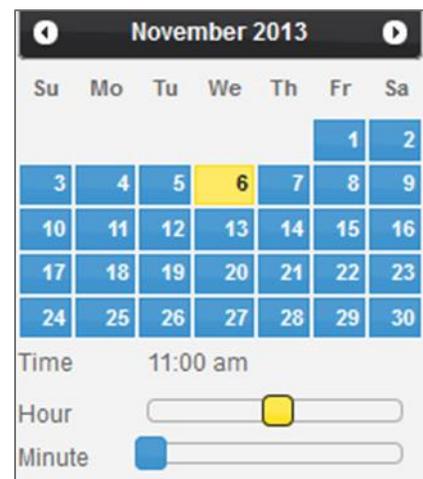
It is important to point out that every detail helps, but we have carefully designed the system so that you do not have to complete every item on a form to make a request.

If you get bogged down in a form, just type a short description in the text box at the bottom of the form, and click on “Submit.”

Awkward Alert!

Just to warn you in advance: Whenever you enter a date and time, there is an awkward calendar feature. You get used to it, but it is awkward at first. It looks like this:

In the Calendar you first pick the date (which is intuitive), but the time in hours and minutes is entered using sliders at the bottom of the calendar. It takes some getting used to.



November 2013						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Time 11:00 am

Hour

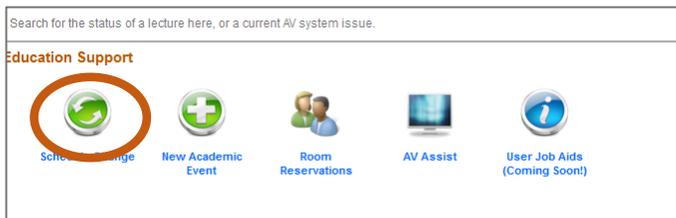
Minute

Need Help? Call: Extension 0378, 5247, 6164, or 5980 or Email: Scheduling@evms.edu

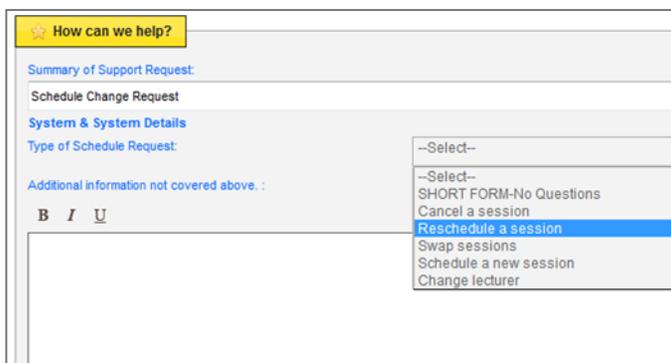
Completing the Long Forms

We have attempted to make the system interface as user-friendly as possible. Depending on which selections you make on a form, some new questions may appear for clarification.

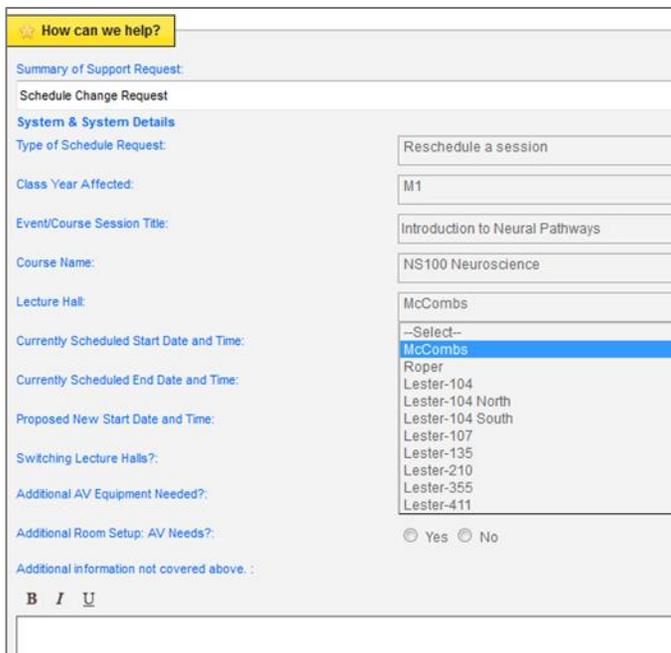
The following pages provide an example of rescheduling a NS100 class session using the iSupport system.



You'll always start at the Education Support menu. In this case, select "Schedule Change."



Choose your option from the drop down menu. (You can always choose "SHORT FORM" at this stage)



Based on your selections, some new questions may appear. Getting these details helps process your request.

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☆ How can we help?

Summary of Support Request:
Schedule Change Request

System & System Details

Type of Schedule Request: Reschedule a session

Class Year Affected: M1

Event/Course Session Title: Introduction to Neural Pathways

Course Name: NS100 Neuroscience

Lecture Hall: McCombs

Currently Scheduled Start Date and Time: 8/20/2013 12:00 AM

Currently Scheduled End Date and Time: 11/06/2013 11:00 am

Proposed New Start Date and Time:

Switching Lecture Halls?:

Additional AV Equipment Needed?:

Additional Room Setup: AV Needs?:

Additional information not covered above. :

B I U

Time: 11:00 am

Hour:

Minute:

Be patient with the calendar. It does really help if you provide the time and date here.

☆ How can we help?

Summary of Support Request:
Schedule Change Request

System & System Details

Type of Schedule Request: Schedule a new session

Class Year Affected: M1

Event/Course Session Title: Introduction to Neural Pathways

Course Name: NS100 Neuroscience

Lecture Hall: McCombs

Additional AV Equipment Needed?: Additional Mobile Camera (add to the lecture exp

Additional Room Setup: AV Needs?: Yes No

AV Setup: Basic Room Setup: PC ON
 Mic Needed
 Projector ON
 Blue-Ray Player Needed

Additional Room Setup - Audio Visual Setup: Additional Mic's for Audience

Additional Room Setup - Video Conferencing Request: Video Conference to the Simulation Center - CAV

Proposed Start Date and Time: 11/06/2013 02:00 pm

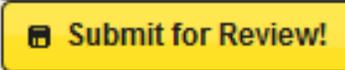
Proposed End Date and Time: 11/06/2013 04:00 pm

Additional information not covered above. :

B I U

We will need an additional 12 microphones for the audience because we will be conducting a T Center CAVE. Thanks for the assist!

You can choose multiple options from many menus. You do this by pressing the "Control" key as you click on options.



Click on "Submit" when you are ready to submit the request.

Submit Successful ✕

Our team will investigate and will contact you ASAP. If you have an immediate AV system issue, in Lester, McCombs or Roper Press the Help Desk button located on podium. Or dial master control @757.446.0556 M-F 7A-10P

Your reference number is DB6E685518.

This message will appear when you have successfully completed the request form.

Common iSupport Problems and Solutions

Problem	Cause/Solution
When you log in to iSupport, your home screen does not have the 5 user icons, it has 30 left menu items and what looks like an indecipherable news feed.	CAUSE: You haven't been identified as an Education user. SOLUTION: Call the contact numbers at the bottom of this page and they will identify you as an Education user of the system.
You get several unintelligible emails from the system.	CAUSE: We did something wrong. SOLUTION: Let us know, and we can fix it. (We are new at this system, too. Sorry!)
You complete the iSupport form but don't see a "Submit" button on the screen.	CAUSE: Internet browser incompatibility. SOLUTION: You should upgrade your browser to IE9 or later. If you need your version of Internet Explorer to run another application, download Mozilla Firefox and use it for iSupport and general internet browsing.
You haven't heard anything about your request for more than 2 days. NOTE: We have been solving these issues the same day in most cases.	CAUSE: Could be a lot of things, but with the new system, you should hear back quickly. SOLUTION: Unless you have an emergency, your request will be processed within 3 working days. After that, feel free to contact us at the email address or phone extensions at the bottom of the page.

Ideas or Suggestions?

Call: Extension 0378 or Email: Scheduling@evms.edu

As Greg says,
"Live *iSupport* and prosper!"

