Reluctant iSupporter?   This job aid is for you!

You just want to get your request in easily. You prefer talking with a person over entering data on a computer.   To use iSupport, follow these directions…

Requirements

You need Internet Explorer Version 9 or later, or Firefox or Google Chrome. You need a computer that is on the EVMS Intranet.
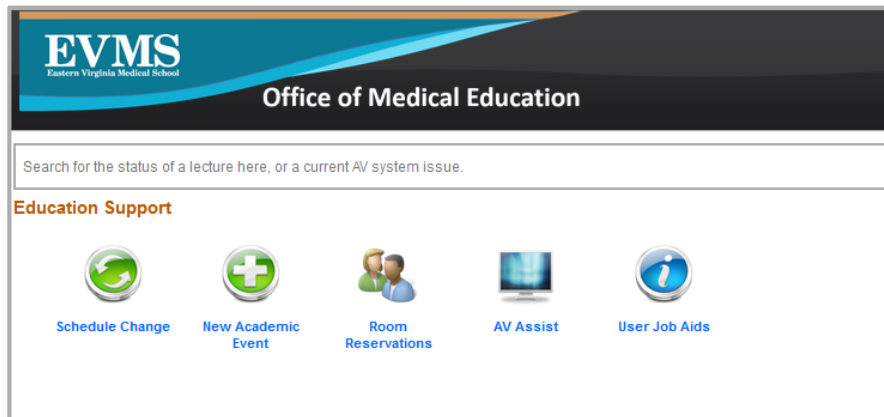
Log In

Type the following URL into your browser:

https://liam.evms.net/evmts

At the login screen, log in with your EVMS Network username and password.

The Education Support Menu

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

EVMS
Eastern Virginia Medical School

Office of Medical Education

Search for the status of a lecture here, or a current AV system issue.

Education Support

Schedule Change   New Academic Event   Room Reservations   AV Assist   User Job Aids

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.

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

The Short Form (continued)

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

The SHORT FORM requires that you do three things:
1. In the first drop down menu, select "SHORT FORM."
2. Then type a short description of your request in the white text box below it.
3. Then click "Submit." You will receive a message saying your request was successfully submitted.

Summary of Support Request:
Schedule Change Request
System & System Details
Type of Schedule Request:

--Select--
--Select--
SHORT FORM-No Questions
Cancel a session
Reschedule a session
Swap sessions
Schedule a new session
Change lecturer

Additional information not covered above. :
B *I* U

1. Select SHORT FORM from the drop down menu.

⭐ How can we help?

Summary of Support Request:
Schedule Change Request
System & System Details
Type of Schedule Request: SHORT FORM-No Questions

Additional information not covered above. :
B *I* U
Please cancel my ANT140 lecture on November 26, 2014. I will be in Aruba.

2. Type a short description of your request.

Additional information not covered above. :
B *I* U
Please cancel my ANT140 lecture on November 26, 2014. I wi

🖫 Submit for Review!

3. Click "Submit."

The Success Message

This message will display, showing that your submission was successful.

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.

Continue

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!"