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.**

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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.
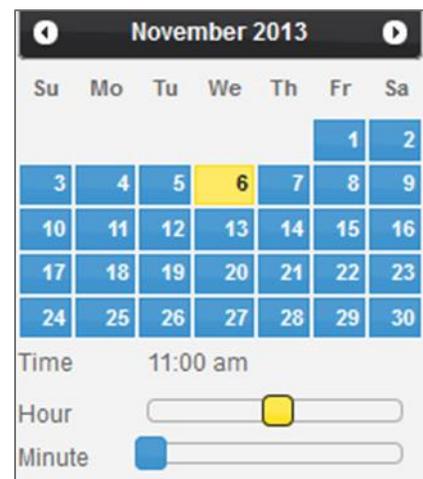

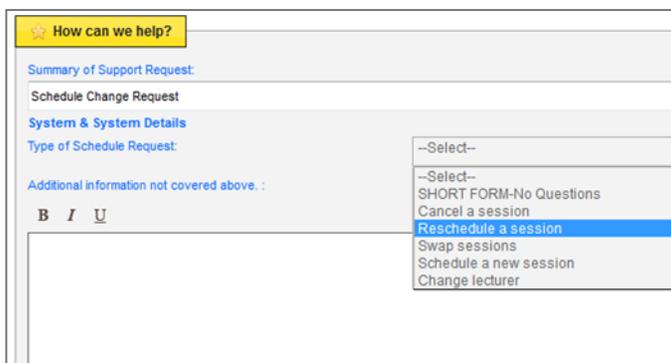**Need Help?** Call: Extension 0378, 5247, 6164, or 5980 or Email: Scheduling@evms.edu

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.
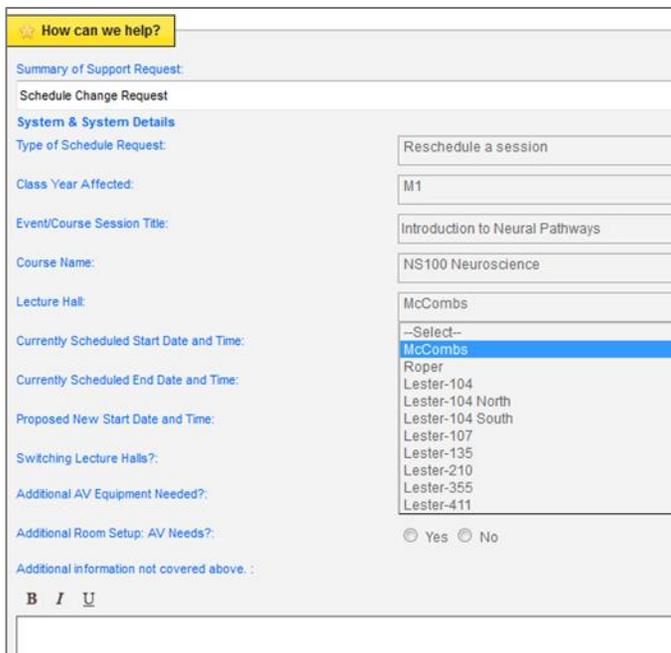
The following pages provide an example of rescheduling a NS100 class session using the iSupport system.
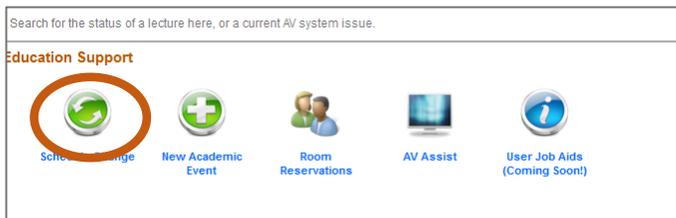
You'll always start at the Education Support menu. In this case, select "Schedule Change."

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

You can choose multiple options from many menus. You do this by pressing the "Control" key as you click on options.
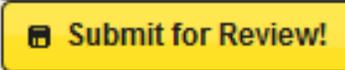
Click on "Submit" when you are ready to submit the request.

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!"

EVMS
Eastern Virginia Medical School