Guide to Service Request Portal

The Service Request Portal system is the way students can make request for accommodations. This system is more secure, saves time and resources, and simplifies the process for students and faculty. You are still advised to check in with your Advisor each semester.

The following services are available on the on-line Service Request Portal:

- Exam Services
- Note taker Services
- Instructor Notification of Accommodations
- Cart Services

Service Request Portal:

1. Log on to the Internet.
2. Go to the DSS website at www.csuchico.edu/dss.
3. Click on Service Request Portal link (left on menu, 2nd up from bottom), on the second page click Online Service Request Forms link. For a quick link to Online Forms, place cursor on Service Request Portal link and slide to Online Forms.
4. Log onto Request Portal using your regular C password.
5. Welcome to the DSS Service Request Portal will come up.
6. Approved Services will show a list of accommodations approved by your DSS advisor. Contact your DSS Advisor if you think you have been approved for.
7. Under Signed Agreements a list of agreements to electronically sign, DSS Agreement and individual service agreements if approved. If the agreement shows Missing, you need to click on the agreement and give your electronic signature before the system will allow you to make a request.
8. Once you have signed the agreements, you can request accommodations within the menu on the left.
Instructor Notification

1. Click on Instructor Notification.
2. Click to select classes for which you want to notify your instructors.
3. Click Send DSS Approval Notification to Instructor button. Once you click on the button, an email notification is sent to your instructors notifying them of your approved classroom accommodations.
4. To view the form, click on the View Approval Form button. You can print copies to hand carry to instructors.
5. DSS strongly encourages you to discuss your specific accommodations with your instructors. Face to face communication is the best way to ensure effective and reasonable accommodations.

Exam Services:

1. Click on Exam Services.
2. Click on New Exam Request.
3. Select Term box, defaults to the current term.
4. Select Class box, click on arrow to show all classes registered in. Click to select class.
5. Exam Date box, click to bring up calendar of current month. Click on desired day to fill in box.
6. Exam Time box, click and input the start time of the test. Include am or pm following the time.
7. Click on all accommodations that apply to this exam.
8. Click Submit Exam Request button located in the lower left corner.

Key Information for Exam Request

• Once you submit your request, a verification page comes up to verify the details of your test.

• Your exam request is automatically sent to your instructor via email. When your instructor has approved and/or responded to your exam request, you will receive an email confirmation and the information has been forwarded to DSS.

• If you do not receive an email confirmation it is your responsibility to contact your instructor. In addition you can send a second request by going into Exam Services link, and use Send Instructor Reminder Email button.

• You can review all of your requests on the Exam Services link. This will show if your test has been approved and whether your test has been received by DSS and more detailed information by clicking on Details.

• If a change needs to be made to your requested exam, go into Exam Services link. Click on Details. Click on Edit Exam Request button. Click
on the date or time box, input new information. Click on **Update Exam Request** button.

- If you have scheduled an exam **less than 3 working days** or **outside of DSS normal working hours**, you will receive an email warning that instructs you to contact DSS.

- If you have questions about exam services, contact the Testing Coordinator at 898-5959.

- If you do not see a specific accommodation that you require for an exam, finish submitting the exam request and then contact your DSS Advisor as soon as possible.

**Note Taker Services:**

1. Click on **Note Taker Services** link.
2. Click on **Note Taker** button.
3. Make sure the term is for the current semester.
4. Check the classes for which a note taker is needed.
5. Click the **Submit** button. You will see confirmation of your request.
6. An anonymous/confidential email is automatically sent to all registered students in each class and to each instructor. This email is a notification that a student in this class is seeking a note taker. Students are directed to a link if they are interested in providing the service.
7. Note taker responses will be sent to you in an email from each student interested in being a note taker. You should contact those that respond via the Response to Note taker link in the email. You may examine a sample of their notes and decide on a note taker for each class.
8. Once you have decided on a note taker, log back into the **DSS Service Request Portal**.
9. Select the **Note Taker Services** link from the menu on the left.
10. Click the **Select** button for each class you have requested a note taker in. A list of names will appear at the bottom of the page.
11. Click the **Accept** button next to the name of the person you have chosen.
12. Once you have selected a note taker for the class, any future responses will receive a notification that the position has already been filled.
13. Contact information is stored in the **Service Request Portal** system, under **Note Taker Services** link, click on the **Select** button.
14. Notification options are available with current classes for the entire semester.

- **Following Up on Requests**- If you do not receive a response for a note taker, contact your DSS Advisor as soon as possible.

- **Confidentiality**- Emails sent to classmates do not contain identifying information about the requestor. The only time that your name is disclosed is at the time you respond to email/contact information and select a note taker.
- **Carbon Paper** - Carbon (two-part) note taker paper is available at no charge in the DSS office.

- **Evaluating Note Taker** - At the end of the semester, you will have the opportunity to evaluate your note taker.

- **Questions/Help** - If you have questions, contact your DSS Advisor.

**Cart Services:**

1. Click on **Cart Services** link.
2. Click on the **Add** tab, located at the top of the screen.
3. Check the **Term** box, to make sure current semester is selected.
4. In the **Days** box, click to select day. You may select multiple days i.e. Monday, Wednesday, Friday.
5. **Start Date** and **End Date** boxes show the date range service is available to you. If you have a Temporary Disability this date range will reflect the length of time your Doctor’s note stated.
6. In the **Pick up Time** box, type in the time and then select A.M. or P.M.
7. In the **Pick up Location** box, type in the location you want to be picked up at. Include compass directions of North, South, East or West to indicate which door you want to be picked up at if the building has multiple entrances.
8. In the **Destination** box, type in the location you want to be dropped off at.
9. Click the **Submit** button.
10. Repeat steps 4 through 9 for all rides (time) needed.

**Editing Your Ride Request:**

1. Click on **Cart Services** link.
2. Click on the **Schedule** tab, located at the top of the screen.
3. On the schedule of your rides, locate the ride and click to check box.
4. Click on the **Edit** button.
5. Make desired changes in the boxes.
6. Click on either **This Instance Only** or ** Entire Series** button.
7. Click on the **Update** button.

**Cancelling Rides:**

1. Click on **Cart Services** link.
2. Click on the **Schedule** tab, located at the top of the screen.
3. On the schedule of your rides, locate the ride and click to check box.
4. Click on the **Delete** button. Only that ride is canceled.
5. To cancel multiple rides, click all boxes for rides you want to cancel and then click the **Delete** button.
6. To cancel all ride requests click **Check All** button and then click **Delete** button.