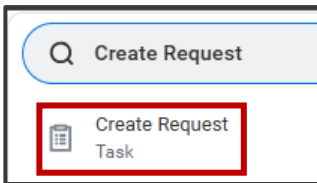


This quick reference guide (QRG) provides instructions on how to create a Student Services Request in Workday. Please note, submitting this request does not guarantee approval, and additional steps may be required to complete the request. The primary reasons to complete this request will be to cancel student onboarding and/or let an institution know you will no longer plan to attend there. Additionally, students can use the Other option on this request to let their institution know they are needing assistance with their Workday account.

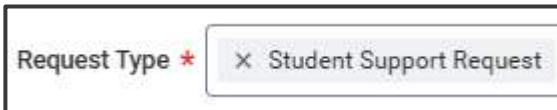
STUDENT SUPPORT REQUEST

To create a student support request from the Workday homepage:

1. Type and select 'Create Request' in the search bar.



2. Click into the **Request Type** box and select **All** from the dropdown list.
3. Select **Student Support Request** from the dropdown list.



4. Click **OK**.

REQUEST TO CANCEL ONBOARDING

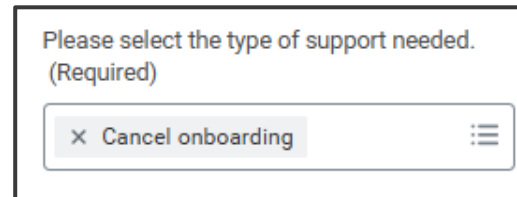
This request is intended for students who have onboarding tasks assigned at an institution they no longer attend or do not plan to attend. If you are currently attending, or still plan to attend, an institution where onboarding tasks are assigned, you should complete the required tasks in your Workday account.

5. Select the **Institution** you wish to cancel onboarding for from the dropdown list.



Note: If you need to request that onboarding, be canceled at multiple institutions, you will need to complete and submit this task separately for each one.

6. Select **Cancel onboarding** from the dropdown list for type of support needed.



Note: It is possible to select multiple options during this step. Meaning, you can select to **Cancel onboarding** and **No longer attending this institution** if needed.

7. Enter **Your Phone Number and Email.**

Please provide your phone number and email address so that the institution may contact you (Required)

555-5555 allwaysleaveupdatedinformation@personalemail.com



Note: Providing updated and accurate contact information can help to ensure your request is processed in a timely manner.

8. Click **Submit.**

Submit

NO LONGER ATTENDING

This request is intended for students who have applied or attended an institution and no longer attend or do not plan to attend. To let an institution know you no longer plan to attend from the Student Support Request:

5. Select the **Institution** you wish to inform you are no longer attending from the dropdown list.
6. Select **No longer attending this institution** from the dropdown list.



Note: It is possible to select multiple options during this step. Meaning, you can select to **No longer attending this institution** and **Cancel onboarding** if needed.

Please select the type of support needed. (Required)

× No longer attending this institution

7. Enter **Your Phone Number and Email.**

8. Click **Submit.**

OTHER STUDENT SUPPORT REQUESTS

If you are needing another form of support from your institution's student services office complete the request as follows, from the Student Support Request:

5. Select the **Institution** you are needing support from.
6. Select **Other** from the dropdown list.

Please select the type of support needed. (Required)

× Other

7. Enter the reason you selected 'Other'. The more detailed you are in this, the easier it will be to assist you.

If you selected other, please provide additional information on the support needed.

I recently moved and changed my name. I need help updating my profile.

8. Enter **Your Phone Number and Email.**

9. Click **Submit.**