

# e-Requests System

## Introduction

The objective of this system is to convert all AU requests and forms into electronic format, ultimately reducing paper consumption and speeding up processes. The e-Request system is designed to be flexible enough to accommodate almost all the requests and forms currently implemented in the university. This document provides a description and how-to guide for the end users of the e-Request system.

Requesters such as students or employees can initiate an e-Request through SIS or ORS.

- Requesters can view the request status once it is initiated.
- Requesters will receive an email notification when the request is initiated, rejected, held or completed.
- Requesters can initiate the request based on a list of eligibility criteria, displayed on the system.

The e-Requests system is integrated into SIS and ORS:


Requests (tab) → Requests (sub menu) → All Requests

## System Functions

This section provides a brief description and screenshots about each system functionality.

### All Requests page

In this page, users can initiate new requests and see all the requests related to them. The screenshot below shows information of this page.



**Menu item for all eRequests**

**Menu tab for eRequests**

**To initiate new request**

| Sl.No | Request Number          | Request Type  | Requested For                                    | Gender | Program                        | Requested By         | Requested On        | Last Modified By     | Last Modified On       | Request Status | Actions |
|-------|-------------------------|---------------|--|--------|--------------------------------|----------------------|---------------------|----------------------|------------------------|----------------|---------|
| 1     | <a href="#">1013539</a> | Resit-Exam    | Sara Ghaith Esmael Alsadi Almansoori (201710003) | Female | Sociology and Social Work(970) | Ashok Neerudi (4455) | 16/12/2017 09:55 PM | Ashok Neerudi (4455) | 16/12/2017 11:44:21 PM | Completed      |         |
| 2     | <a href="#">1013538</a> | Resit-Exam    | Sara Ghaith Esmael Alsadi Almansoori (201710003) | Female | Sociology and Social Work(970) | Ashok Neerudi (4455) | 16/12/2017 09:53 PM | Ashok Neerudi (4455) | 16/12/2017 9:53:36 PM  | Cancelled      |         |
| 3     | <a href="#">1013536</a> | Resit-Exam    | Sara Ghaith Esmael Alsadi Almansoori (201710003) | Female | Sociology and Social Work(970) | Ashok Neerudi (4455) | 16/12/2017 09:50 PM | Ashok Neerudi (4455) | 16/12/2017 9:51:05 PM  | Cancelled      |         |
| 4     | <a href="#">1003539</a> | Students Loan | Sara Ghaith Esmael Alsadi Almansoori (201710003) | Female | Sociology and Social Work(970) | Ashok Neerudi (4455) | 14/12/2017 04:08 PM | 0                    |                        | Pending        |         |

## New request

In this page, users can initiate new requests based on the defined request types. Request types are the forms defined in the system by AU offices. Only active types that have an active workflow will appear to the users. After selecting a request type, the request fields will appear to be filled by the user, and the eligibility criteria will be checked before submitting the request.

### New Request

Select User

Requested For

Kashif Rast Baz Khan (201610008)

Request Fields

Request Type \*  
نوع الطلب \*

Changing Personal Data

Shows all eRequests

Reasons for changing your personal data \*  
أسباب تغيير بياناتك الخاصة \*

Name in Arabic  
الاسم باللغة العربية

Name in English  
الاسم باللغة الانجليزية

Nationality  
الجنسية

Select

Mobile Number  
رقم الموبايل

P.O Box  
صندوق البريد

E-mail  
الايمليل

Address  
العنوان

Guridan's Mobile Number  
رقم موبايل ولي الأمر

Attachments \*  
المرفقات \*

☐

Select

Remove

Add

Delete

Personal Info

Requested For User Number

201610008

Requested For Name En

Kashif Rast Baz Khan

Requested For Name Ar

كاشف راست باز خان

Gender

Male

Nationality

Pakistan

Email

201610008@aust.ae

Personal Email

Mobile Number

971525483380

Emirates Id Number

784199631421064

Registration Details

Student Major

Biomedical Engineering (218)

Student Minor

College

College of Engineering

Cumulative GPA

3.83

Warning

LoadBand

9 - 20

Earned Hours

36

Remaining Hours

105

Student Status

REGULAR

Student Current Semester Status

Last Registered Semester

First Academic Semester (20171)

Conditions to initiate the request

| Step No | Role                 | Conditions                         | Send Email | Status | Note                              |
|---------|----------------------|------------------------------------|------------|--------|-----------------------------------|
| 1       | Student              | Student status should be 'Regular' | No         | Active | All the conditions are satisfied. |
| 1       | Registration Officer | Student status should be 'Regular' | No         | Active |                                   |
| 1       | Super Admin          |                                    | No         | Active |                                   |

Conditions to initiate the request for different role.

Note will shows that all the conditions are satisfied or no.

Terms & Conditions

الشروط والأحكام

Please attach a copy of your ID card.

To change your nationality a copy of passport must be attached.

Changing the guardian's information requires his presence in person.

أوافق على الشروط والأحكام

رجى إرفاق نسخة عن إثبات شخصية.

لتغيير جنسيتك يجب إرفاق نسخة من جواز السفر.

لتغيير بيانات ولي الأمر يجب إرفاق موافقته مع إثبات شخصيته.

Submit

Cancel

## Processing the request

After initiating the request, the request will follow a specific workflow based on the selected request type.

- Workflow users can see their pending requests as described previously in the “All Requests” section.
- Users can approve, reject, and hold the requests.
- Once the relevant user approves the request, it will move to the next approval level in the workflow.

As shown in the screenshot below, users can see their pending requests and click on ‘Click here’ to see all their pending requests.

You have (7) pending requests. [Click here](#) to view.

**AJMAN UNIVERSITY**

Campus : Ajman Campus  
Current Semester : First Academic Semester (2017)  
Registration Semester : Second Academic Semester (2017)  
You have (6) pending requests. [Click here](#) to view.

Home System Management Administration Admissions Registration Finance Academic Records Grades Attendance Transport Hostel CEC Reports Statistics

Unmatched University Facilities Helpdesk **Requests**

Requests

Menu tab for eRequests

+ New Request To initiate new request

Menu item for all eRequests

| Sl.No | Request Number          | Request Type  | Requested For                                     | Gender | Program                               | Requested By               | Requested On        | Last Modified By     | Last Modified On       | Request Status | Actions |
|-------|-------------------------|---------------|---|--------|---------------------------------------|----------------------------|---------------------|----------------------|------------------------|----------------|---------|
| 1     | <a href="#">1013540</a> | Students Loan | Kashif Rast Baz Khan (201610008)                  | Male   | Biomedical Engineering(218)           | Amjad Tareq Abu Saa (4456) | 17/12/2017 08:26 AM | 0                    |                        | Pending        |         |
| 2     | <a href="#">1013539</a> | Resit-Exam    | Sara Ghaith Esmaeel Alsadi Almansoori (201710003) | Female | Sociology and Social Work(970)        | Ashok Neerudi (4455)       | 16/12/2017 09:55 PM | Ashok Neerudi (4455) | 16/12/2017 11:44:21 PM | Completed      |         |
| 3     | <a href="#">1013538</a> | Resit-Exam    | Sara Ghaith Esmaeel Alsadi Almansoori (201710003) | Female | Sociology and Social Work(970)        | Ashok Neerudi (4455)       | 16/12/2017 09:53 PM | Ashok Neerudi (4455) | 16/12/2017 9:53:36 PM  | Cancelled      |         |
| 4     | <a href="#">1013537</a> | Resit-Exam    | Raghd A.A. Iqtifan (201710004)                    | Female | Public Relations and Advertising(930) | Ashok Neerudi (4455)       | 16/12/2017 09:51 PM | Ashok Neerudi (4455) | 16/12/2017 9:52:32 PM  | Cancelled      |         |

Approve or cancel the request

Next, after clicking the PROCESS button, the system will redirect the user to the request's information/approval page, where he/she can see all information related to the request including the requester's information, the request fields with entered answers, and the workflow approval history. The user has the option to approve, reject, or hold the request and insert comments.

## Process Request

| Request Fields                              |                                       |
|---|---------------------------------------|
| Request Type                                | Resit-Exam                            |
| Field                                       | Value                                 |
| Course                                      | Statistics for Business (1022110) - 3 |
| Name of the lecturer                        | Manal Al-Muzini (4316)                |
| Is this course the last course to graduate? | No                                    |
| Semester                                    | 19883                                 |

| Attachments |   |
|-------------|---|
| Sl.No       | Attachment                                  |
| 1           | <a href="#">Bulk TEFL 201210310 (1).pdf</a> |

| Request Details  |                                 |
|------------------|---------------------------------|
| Request ID       | 1013541                         |
| Requested By     | Kashif Rast Baz Khan(201610008) |
| Requested On     | 17/12/2017 10:42:04 AM          |
| Last Modified By |                                 |
| Last Modified On |                                 |
| Request Status   | Pending                         |

| Personal Info             |                      |
|---------------------------|----------------------|
| Requested For User Number | 201610008            |
| Requested For Name En     | Kashif Rast Baz Khan |
| Requested For Name Ar     | كاشف راست باز خان    |
| Gender                    | Male                 |
| Nationality               | Pakistan             |
| Email                     | 201610008@aust.ae    |
| Personal Email            |                      |
| Mobile Number             | 971525483380         |
| Emirates Id Number        | 784199631421064      |

| Registration Details            |                                 |
|---------------------------------|---------------------------------|
| Student Major                   | Biomedical Engineering (218)    |
| Student Minor                   |                                 |
| College                         | College of Engineering          |
| Cumulative GPA                  | 3.83                            |
| Warning                         |                                 |
| LoadBand                        | 9 - 20                          |
| Earned Hours                    | 36                              |
| Remaining Hours                 | 105                             |
| Student Status                  | REGULAR                         |
| Student Current Semester Status |                                 |
| Last Registered Semester        | First Academic Semester (20171) |

| Request Approvals |                                  |  |                            |  |                                       |          |            |   |
|-------------------|----------------------------------|--|----------------------------|--|---------------------------------------|----------|------------|---|
| Step No           | Title                            | Roles & Approvals  |                            |  |                                       |          |            |   |
| 1                 | Initiate                         | Role<br>Student  | Approval                   | Approved By<br>Kashif Rast Baz Khan(201610008) | Approved On<br>17/12/2017 10:42:05 AM | Comments | Attachment | Status<br>Completed                     |
| 2                 | Registration Department Approval | Role<br>Registration Officer<br>Super Admin              | Approval<br>RQ<br>SU       | Approved By                                    | Approved On                           | Comments | Attachment | Status<br>Pending<br>Pending            |
| 4                 | College Dean Approval            | Role<br>College Dean<br>Super Admin                      | Approval<br>RQ<br>SU       | Approved By                                    | Approved On                           | Comments | Attachment | Status<br>Pending<br>Pending            |
| 5                 | Registrar Approval               | Role<br>Registrar<br>Super Admin<br>Registration Officer | Approval<br>NR<br>SU<br>RQ | Approved By                                    | Approved On                           | Comments | Attachment | Status<br>Pending<br>Pending<br>Pending |
| 6                 | Financial Affairs Approval       | Role<br>Financial Affairs<br>Super Admin                 | Approval<br>RV<br>SU       | Approved By                                    | Approved On                           | Comments | Attachment | Status<br>Pending<br>Pending            |
| 7                 | Registration Action              | Role<br>Registration Officer<br>Super Admin              | Approval<br>RQ<br>SU       | Approved By                                    | Approved On                           | Comments | Attachment | Status<br>Pending<br>Pending            |

To process the request, select the approval option. Some users may have different roles and that roles may be added in same step.

### Conditions to process the request

| Step No | Role                 | Conditions | Approval | Send Email | Status | Note                              |
|---------|----------------------|------------|----------|------------|--------|-----------------------------------|
| 2       | Registration Officer |            | RQ       | No         | Active |                                   |
| 2       | Super Admin          |            | SU       | No         | Active | All the conditions are satisfied. |

| Process Request   |         |
|-------------------|---------|
| Approval Status * | Pending |
| Comments *        |         |

Pending, Approved, Rejected, Inprogress, Hold

Available statuses

Notes will shows that all the conditions are satisfied or no.

Process Request Go to All Requests