

Accessing and completing the Short Research Visit/Course Grant application in ServiceNow

When to perform

Perform this procedure when applying for a **short course research visit** and/or a **short course grant** and submit timeously.



The ServiceNow application replaces the R&I24 - Short research visit/ Short course grant application form (see: <u>UCT Administrative Forms</u>) which is no longer in use.

Before you begin

- Ensure that you have been granted access to the UCT network, know your UCT network credentials and have set up <u>UCT multi-factor authentication</u>. You will need this in order to access ServiceNow requests.
- Ensure that the Head of Department endorses the application.
- Note any application deadlines and ensure that you submit the application to the Research Office timeously.
- Ideally, aim to complete and submit the application form in one session. But, if you need to save and continue later, you can save it to your ServiceNow *Wishlist*.

Procedure

- Part 1: Logging in to ServiceNow Service Portal
- Part 2: Accessing the application form
- Part 3: Completing the application form
- Part 4: Completing a saved, partially completed application form
- Part 5: Checking the status of submitted requests

Part 1: Logging in to ServiceNow - Service Portal

1. Open the ServiceNow Service Portal: https://uct.service-now.com/sp/

🖅 Note 🗌

ServiceNow uses Single Sign-On (SSO) for authentication, so if you have already authenticated or logged on to other SSO systems, you may be logged on to ServiceNow automatically.

- 2. The ServiceNow Service Portal opens.
 - If you have already been logged on due to SSO then your picture appears in the top right and 'Good day <your name>' in the body, continue to <u>Part 2: Accessing the</u> <u>application form</u> (see: <u>Figure 1</u>).
 - If you have not authenticated, click Log in and in the SSO page enter your UCT credentials to sign in (see: Figure 2).

🦅 Note

You will also need to authenticate via multi-factor authentication (MFA).



- Either continue to Part 2: Accessing the application form
- Or continue with one of the other procedures:
 - Part 3: Completing the application form
 - Part 4: Completing a saved, partially completed application form
 - Part 5: Checking the status of submitted requests

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		ve help you?				Q		

Figure 1: ServiceNow Portal landing page after logging in (example)

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Log in menu item							
	Platform UI	Catalog	Requests	Knowledge	Wish List	🏲 Cart	Log in
All and a second se							-
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Figure 2: ServiceNow Service Portal landing page before logging in (example)

Part 2: Accessing the application form

- 3. In the ServiceNow Service Portal landing page after you have been authenticated.
 - Select *Catalog* from the main menu.
- 4. The ServiceNow Service Portal Catalog Home page opens.
 - In the Categories list expand Research Office and choose Research Support Services (see: Figure 3).
- 5. The Research Support Services page opens.
 - Select Short Research Visit/Course Grant application tile (see: Figure 4).
- 6. The Short Research Visit/Course Grant application page opens.
 - Read the overview text which contains important information regarding your application including purpose, conditions, eligibility, process, notes and links to additional information (see excerpt: <u>Figure 5</u>).
 - Continue to Part 3: Completing the application form.



UNIVERSITY OF CAPE TOWN	Platform UI Catalog Rec	quests Knowledge Wish List 🏲 Cart 😌
Catalog Home page		
Home > Catalog Home		Search Service Catalog Q
Categories menu		
Categories	Popular Items	
⊕ Accounts and A	Acrobat Pro DC	Employment Equity Self
⊕ Collaboration a	Free licence allocated	Declaration (EEA1)
🕀 Desktop Compu	on request.	Employment Equity Self Declaration (EEA1 Form)
🕀 Digital Signage		
⊕ Email and Cale	View Details	View Details
eResearch	Request access to a shared	Operating system
Flexible Work	mailbox	reinstallation
⊕ Hardware and S	Request access to an existing UCT shared mailbox	Operating system reinstallation request
⊕ HR Systems	View Details	View Details
Research Office menu etwor		
Research Office	Grant access to	Acquisitions
Research Suppo	departmental G: drive	Query/Quotation
Research Support services sub-menu	Grant access to departmental G: drive storage area	Acquisitions Query or Quotation for non standard items
Training	View Details	View Details

Figure 3: Catalog Home page with Research Office menu and sub-menu highlighted (example)

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search Support Service	es page Platform UI Catalog Requests Knowledge Wish List 🐂 Cart					
Categories	RESEARCH SUPPORT SERVICES					
	This is the menu for requesting assistance from the Research Support Hub					
Collaboration a	Request assistance Research Office - FAQ					
🕀 Desktop Comp	Request assistance Research once The					
🕀 Digital Signage						
∃ Email and Cale						
eResearch	View Details View Details					
Flexible Work	Short Research Visit/Course Grant application tile					
Hardware and S						
⊕ HR Systems						
Internet & Networ						
Research Office	View Details					
Research Supp						
System Issues a						

Figure 4: Research Support Services page showing Short Research Visit/Course Grant application tile (example)

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	Platform UI Catalog Requests Knowledge Wish List 🏲 Cart	$\overline{\mathbf{\cdot}}$					
	Home > Service Portal Catalog > Research Office > Research Support Services >						
	Short Research Visit/Course Grant application						
	Search	Q					
	Indicates required Short Research Visit/Course Grant application form						
Short Research Visit/Course Grant application							
	Ad-hoc / Out-of-cycle application for research visits / courses taking place throughout 2022						
	Due to the Global COVID-19 Pandemic and the implications this may have on travel the URC reserves the right to withdraw the award or make necessary adjustments as guided by the status of the pandemic and travel.						
Preference will be given to applications which also allow for virtual participation in case of travel restrictions.							
	Purpose:						
	The purpose of this URC funding is intended to contribute to UCT's research output and profile. These grants are intended to support staff wishing to make short research visits or to attend courses (including online courses) abroad for no longer than two months to enhance their research productivity. The visit/course attendance must be embedded within the ambit of the applicant's research endeavours. Applications are highly						



Part 3: Completing the application form

🖅 Note 🛛

- Any fields marked with a red asterisk (*) are required, and you will only be able to submit the form once they are completed.
- Question mark icons ⁽²⁾ may be clicked for more information.
- 7. In the Short Research Visit/Course Grant application page:

Complete the application form fields, as required (see: Figure 6):

- Select the Type of grant for which you are applying.
- If the applicant is not you, select a different UCT *Applicant Name*.
- Enter or select the name of the *Head of Department (or Dean, if the applicant is HoD)* who will be approving this request.
- Enter or select the applicant's UCT appointment date; Gender; and Race.

In the Application checklist (see: Figure 7):

 Ensure that all items are selected. to confirm that they have either been attended to or are attached to your application.



- Click Add attachments to add any required attachments in support of your application.
- If you are unable to complete the application and need to save and continue later, click
 Add to Wish List
 to add it to your Wishlist.
 - If you are ready to complete your saved application, continue to <u>Part 4:</u> <u>Completing a partially completed application</u>.
- If your application is complete, click Submit to start the review and approval process for your application.
- After some time, check your application status, see: <u>Part 5: Checking the status of</u> <u>submitted requests</u>

Type of grant for which you are applying None Form fields for completion	•
Details of applicant	
*Apllicant Name	
Your name appears here by default, change if you're not the applicant> *	•
* Head of Department (or Dean, if the applicant is HoD)	
	•
* UCT appointment date	
*Gender	
*Race 😢	
Note: Due to the reporting requirement to indicate demographic distributions, the field for race has been added. Please note that this field will not prejudice your application.	×
None	•

Figure 6: Short Research Visit/Course Grant application form fields for completion (example)



Application checklist for completion					
Application checklist					
Have you attended to/included the following?					
*Options					
CV detailing the following					
Academic and professional training					
Academic and professional experience					
- Publications					
 Details of post graduate student/staff development of past three years – with reference to number of master's and doctoral candidates 					
 Details of collaborative linkages with higher education institutions (institution/ department/collaborator and nature of collaboration) 					
Research proposal, including expected significance of the research, which must be concise (one-page) and understandable to a non-expert					
 Details of the short course (or attach prospectus) 					
Detailed motivation letter					
Copies of invitation(s) received to visit the country in question					
Copies of letter of acceptance by research visit host/course organiser					
Budget plus quotations					
□ If applicable, please attach a list of any DHET accredited publications produced as a result of your last short					
research visit/course grant					
Add attachments button					

Figure 7: Application checklist and Add attachments button for completion

Part 4: Completing a partially completed application

- 1. If you are ready to complete your saved application, log in to ServiceNow, if necessary, see: Part 1: Logging in to ServiceNow Service Portal.
- 2. In the ServiceNow Service Portal landing page after you have been authenticated.
 - Choose Wishlist from the main menu.
- 3. The ServiceNow Service Portal Wishlist page opens.
 - Select your relevant application to open it for completion.
 - Continue to: <u>Part 3: Completing the application form.</u>

Part 5: Checking the status of submitted requests

- 1. When ready to check the status of your submitted application, log in to ServiceNow, if necessary, see: Part 1: Logging in to ServiceNow Service Portal.
- 2. In the ServiceNow Service Portal landing page after you have been authenticated.
 - Select Requests from the main menu.
- 3. The ServiceNow Service Portal Requests page opens listing your open submitted requests.
 - Find the applicable *Request* by request number (i.e. REQ...) and check its *State* (see: Figure 8).

Requests p	age Requests	Platform UI Catalog Red	quests	Knowledge	Wish List	🏲 Cart	
My Reques	sts						
		View Open requests	*	Search	open requests		
Request	Status of recent application	State			Updated		
Short Research Visit/Course Grant application REQ0075561		Open	Open		(2) a day ago		
Short Resea REQ0068441	arch Visit/Course Grant application	Open			② about a	month ago	

Figure 8: Requests page displaying status of recent applications

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