

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.



Note

The ServiceNow application replaces the R&I24 - Short research visit/ Short course grant application form (see: [UCT Administrative Forms](#)) 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 [UCT multi-factor authentication](#). 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 [Part 2: Accessing the application form](#) (see: [Figure 1](#)).
 - 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](#)

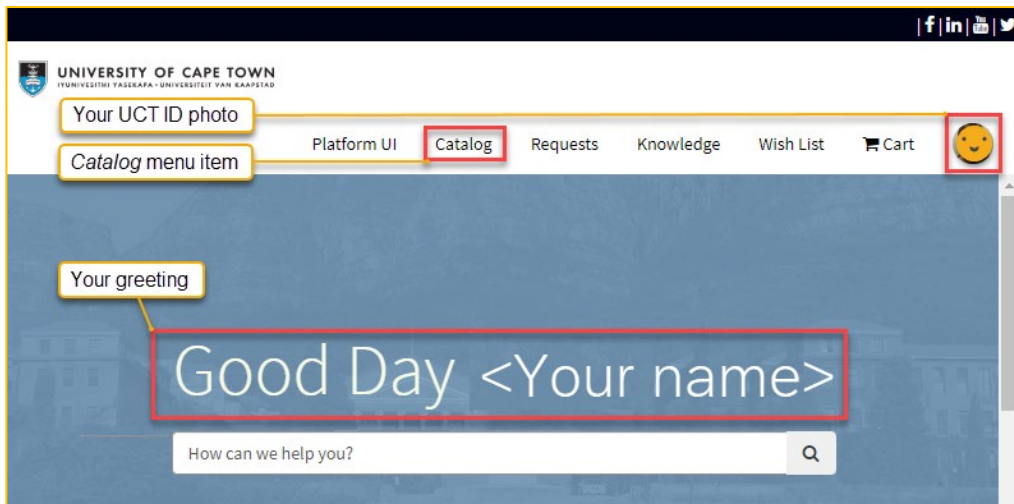


Figure 1: ServiceNow Portal landing page after logging in (example)

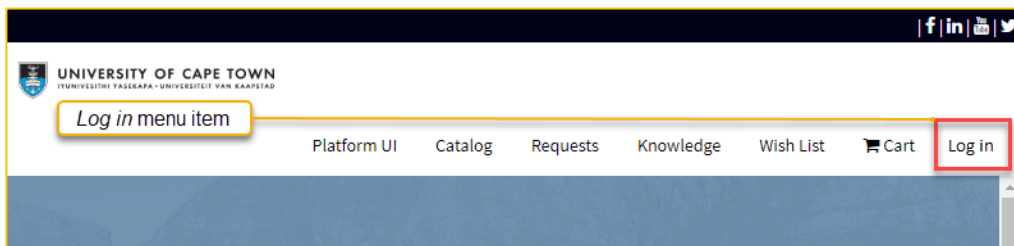


Figure 2: ServiceNow Service Portal landing page before logging in (example)

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: [Figure 5](#)).
 - Continue to [Part 3: Completing the application form](#).



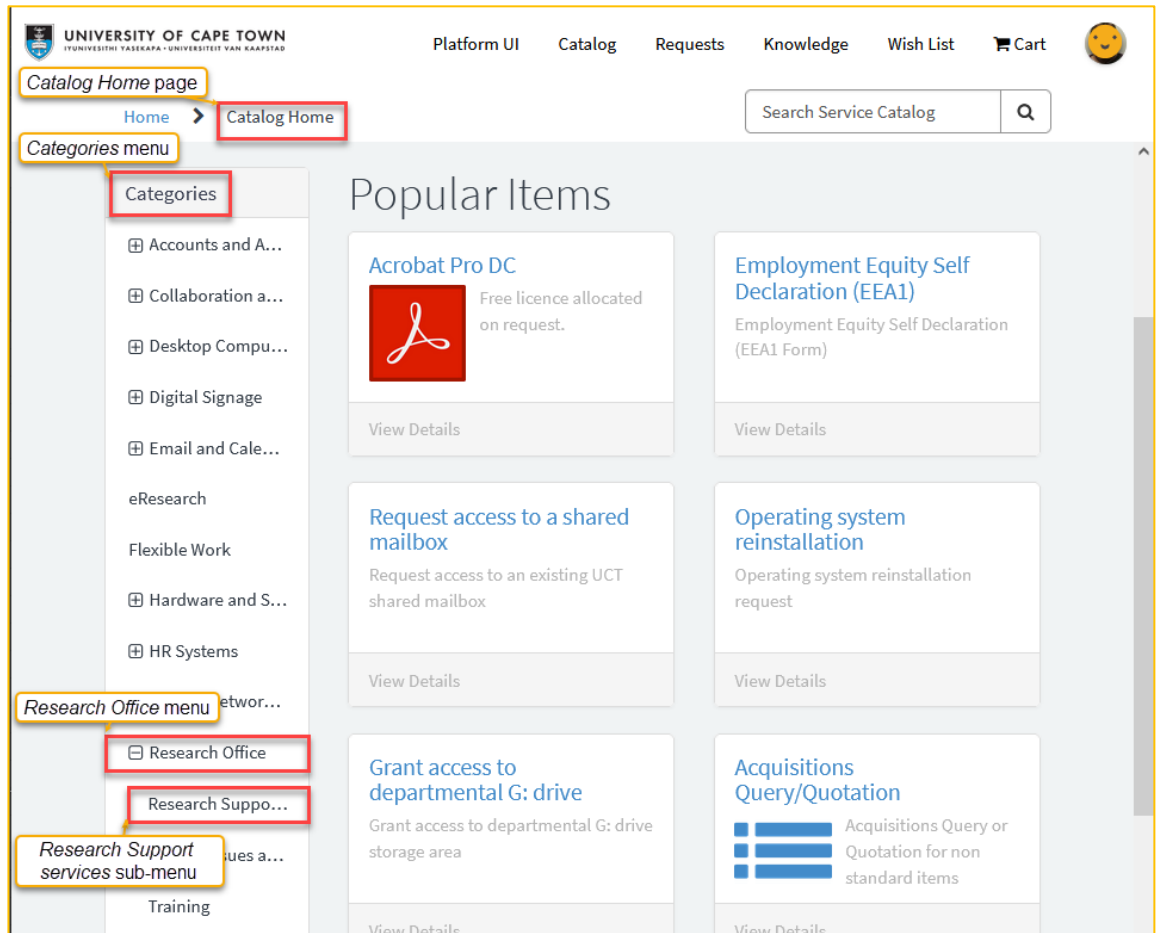


Figure 3: Catalog Home page with Research Office menu and sub-menu highlighted (example)

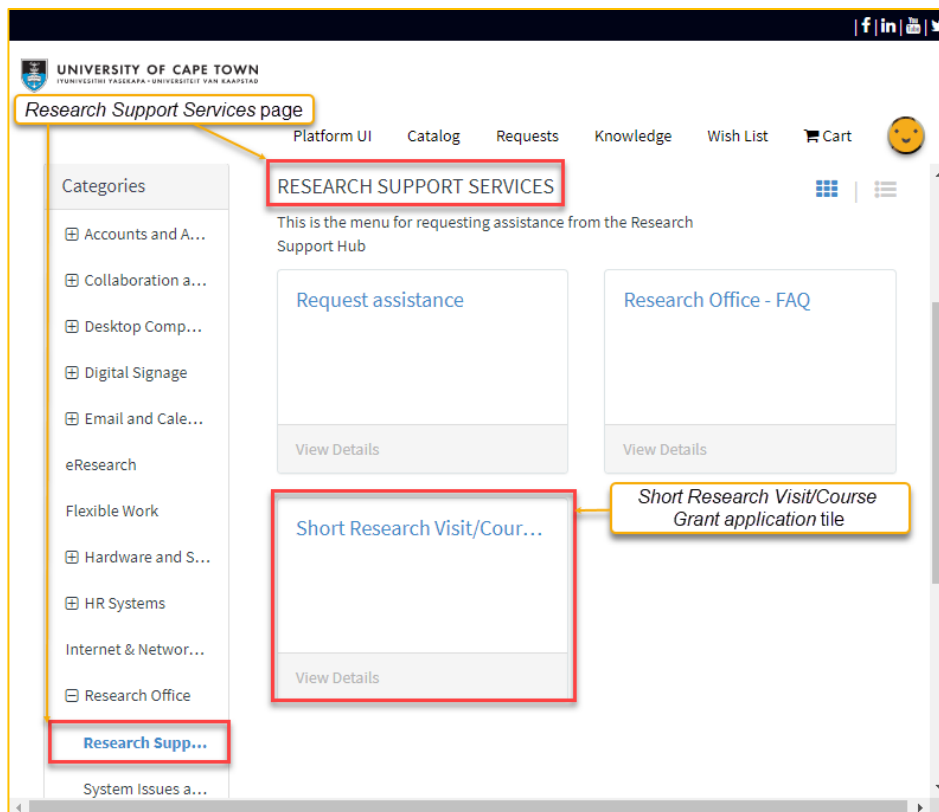


Figure 4: Research Support Services page showing Short Research Visit/Course Grant application tile (example)



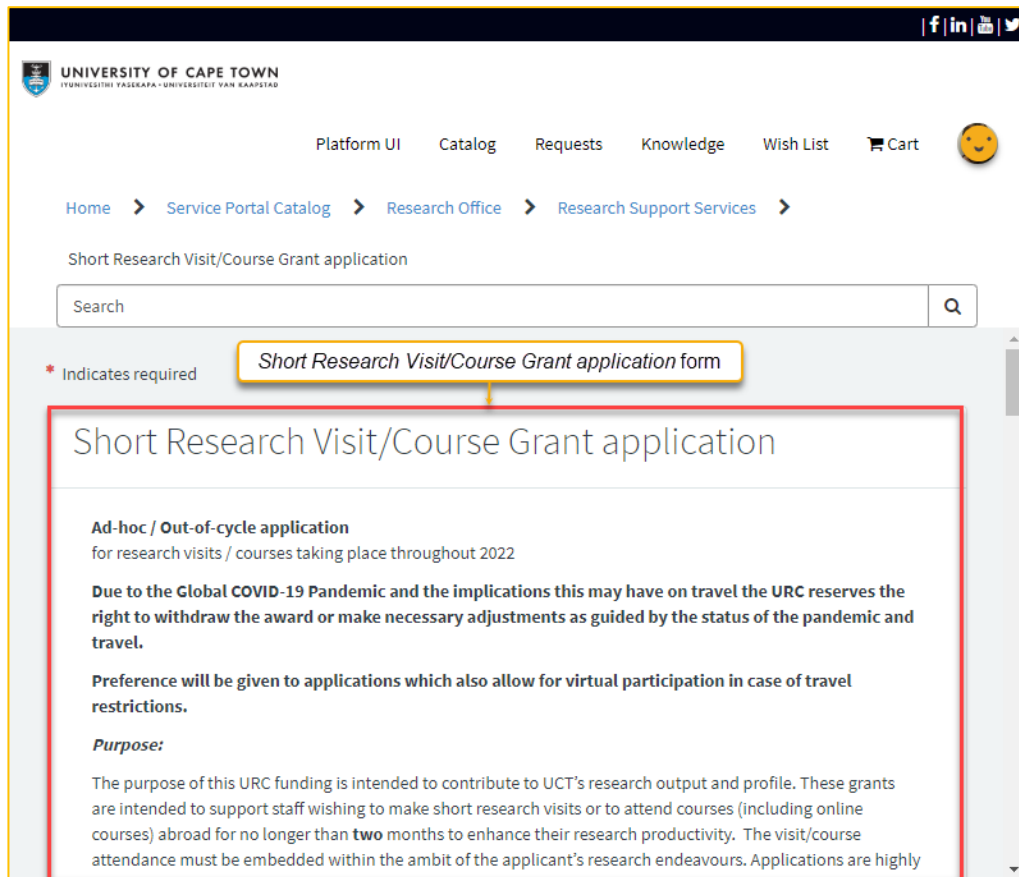



Figure 5: Short Research Visit/Course Grant application form excerpt (example)

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  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](#)):

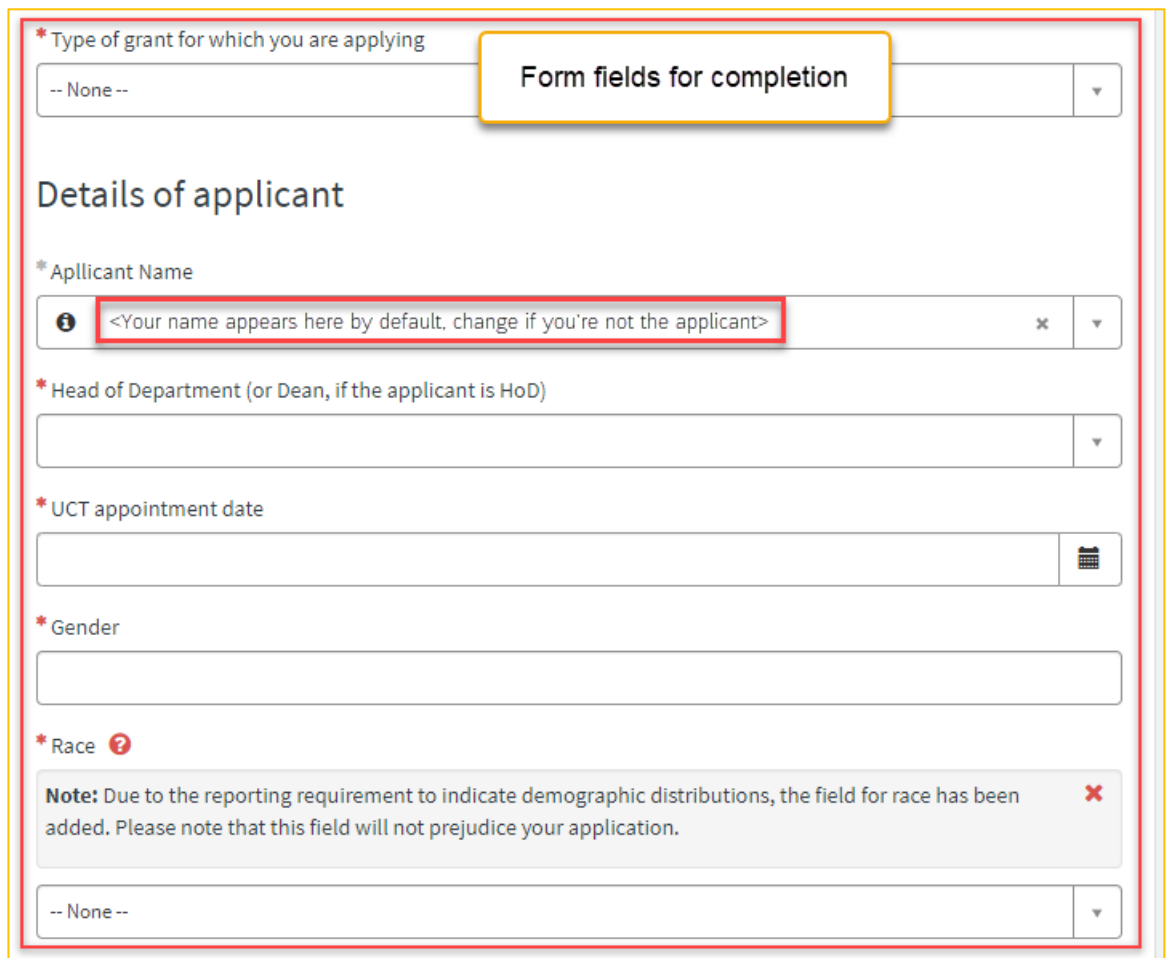
- Select the **Type of grant for which you are applying**.
- If the applicant is not you, select a different UCT **Applicant Name**.
- Enter or select the name of the **Head of Department (or Dean, if the applicant is HoD)** who will be approving this request.
- Enter or select the applicant's **UCT 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  to add it to your Wishlist.
 - If you are ready to complete your saved application, continue to [Part 4: Completing a partially completed application](#).
- If your application is complete, click  to start the review and approval process for your application.
- After some time, check your application status, see: [Part 5: Checking the status of submitted requests](#)






* Type of grant for which you are applying

-- None --


Form fields for completion

Details of applicant


* Applicant 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

Add attachments

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: [Part 3: Completing the application form.](#)

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](#)).



The screenshot shows the 'Requests page' in the University of Cape Town's ServiceNow interface. The page title is 'Requests page' and the breadcrumb is 'Home > Requests'. The main heading is 'My Requests'. There is a 'View' dropdown set to 'Open requests' and a search box for 'Search open requests'. A table lists requests with columns for 'Request', 'State', and 'Updated'. The first row is highlighted with a red box and has a yellow callout box pointing to its 'Open' status. The second row is also highlighted with a red box.

Request	State	Updated
Short Research Visit/Course Grant application REQ0075561	Open	🕒 a day ago
Short Research Visit/Course Grant application REQ0068441	Open	🕒 about a month ago

Figure 8: Requests page displaying status of recent applications

