Service Now Guidelines

DATA VERIFICATION ON SERVICE NOW
To consult the Data Verification request, you have to log in with your credentials on https://support.epfl.ch/

You will then be able to consult your request approval by clicking on the “My Approvals” tab:

And then selecting the request called “Doctoral Thesis Defense – Data Verification”:

The request is composed of three parts:

1) Requested Item
2) Student and thesis information
3) Thesis accepted on the proposal of the jury

In the first part, you will find the number and current status of the request.

This part is not important to you and there is no special action required by you here.
In the **second part**, you will find your personal data and the title of your thesis.

**Please verify that the information is correct.**

If changes are required (like in the example above, where the thesis title is missing the Pi symbol), please indicate them in the comments section provided for this purpose, next to the validation button.

You can also notify us if you have a special character in your name or surname.
It is also possible to attach a file to your form to be more specific on the changes that are required.

If an information is incorrect, **you do not need to refuse the request.** We will be able to make the changes in our system, which means that a comment is enough to request a modification.

If a request is refused, it will be necessary to restart the whole validation process.
In the **third part**, you will find data regarding the thesis jury.

**Please verify that the information is correct.**

If changes are required (like in the example above, where the email of the 2\textsuperscript{nd} external expert is wrong), please indicate them in the comments section provided for this purpose, next to the validation button.
It is also possible to attach a file to your form to be more specific on the changes that are required.

If an information is incorrect, **you do not need to refuse the request**. We will be able to make the changes in our system, which means that a comment is enough to request a modification.

If a request is refused, it will be necessary to restart the whole validation process.

If you have any question and/or wish to verify something with us before approving the request, you can directly write to us by using the “Activity Stream” section. All the messages related with this request will be saved here. Your thesis director(s) will also be able to see those messages.
Once everything is verified and that you have written your comments (if necessary), you can approve the request by clicking on the green button.

Please note that you will not be able to modify your thesis data after the Data Verification.

Once you approved the request, no further action should be required from you for the Data Verification.

The request will then be sent for approval to your co-director (if applicable) and to your thesis director. You may receive reminders if your thesis directors don’t approve the request straightaway.