

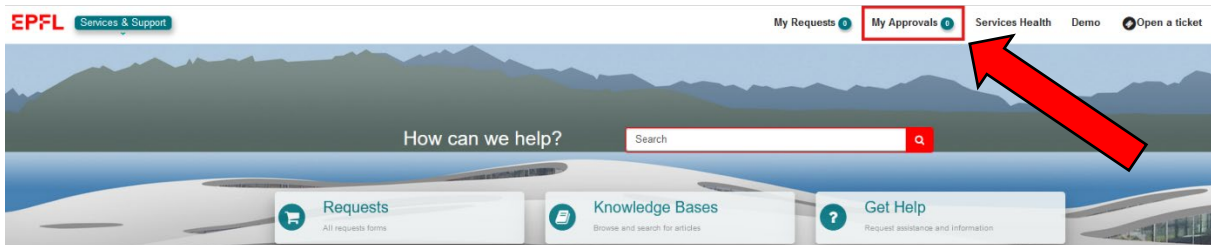
Service Now Guidelines

EXTENSION REQUEST FOR DOCTORAL
CANDIDATES

GUIDE FOR THE VALIDATION
OF AN EXTENSION REQUEST

To have access to an ongoing extension request, you can access your Support Portal <https://support.epfl.ch/> and log in with your credentials.

From the main page, you can have access to the requests pending your approval by clicking on the “**My Approvals**” tab:



The Approval Form contains multiple parts:

- a) Technical information about the request
- b) The request details
- c) The Validation box
- d) The Activity Stream

a) Technical information about the request

Approval request for Requested Item

Options

Requested Item

Number

RITM TEST

Requested for

TEST STUDENT

Due date

2025-02-17 11:53:37

State

Open

Stage

Director Approval

Approval

Requested

Fulfillment group

SAC_Bureau_Doctorat

* Short description

TEST EXTENSION REQUEST - EDXX - TEST STUDENT - SCIPER

Additional comments

Watch list

Additional Comments

Additional comments log

This part contains the number, status and type of the ongoing request.

This part requires no action from you.

b) The request details

This part contains the details of the ongoing extension request, with the type of extension request, the reasons for the extension request and the new deadline.

Please verify that the information is correct.

Request details

* This request is for		Accreditation	
TEST STUDENT		EDXX	
SCIPER			
SCIPER			
Doctoral candidate name		Doctoral candidate email	
TEST STUDENT		TEST@EPFL.CH	
Registration date		Credits obtained	
TEST DATE		0	
Doctoral program		Thesis laboratory	
EDXX		TEST LAB	
Is external student?		External student	
YES / NO		TEST LOCATION	
Thesis director		Thesis director email	
TEST TD		TEST1@EPFL.CH	
Thesis co-director		Thesis co-director email	
TEST CODIR		TEST2@EPFL.CH	
Extension request for			
CANDIDACY EXAM / CREDITS / ORAL EXAM			
Reason(s) for the extension request			
Reason TEST			
New deadline		Deadline extension of	
2025-11-01		0 année(s), 1 mois, 0 jour(s) (31 jour(s))	
☐ I have already been granted a Candidacy exam extension			
Detailed calendar for the planification of the redaction			
Detailed calendar TEST			

Some fields (for example “Detailed calendar for the planification of the redaction”) in the form are not compulsory but can be required depending on the requests from each doctoral program.

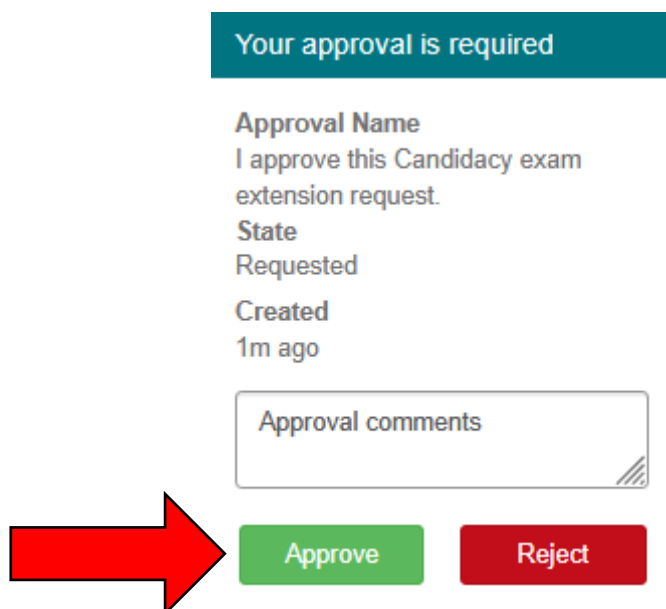
If changes are required, please indicate them in the comments section provided for this purpose, above the validation button in the validation box.

If you have questions about the content of the request, you can also use the Activity Stream to address your request.

c) The validation box

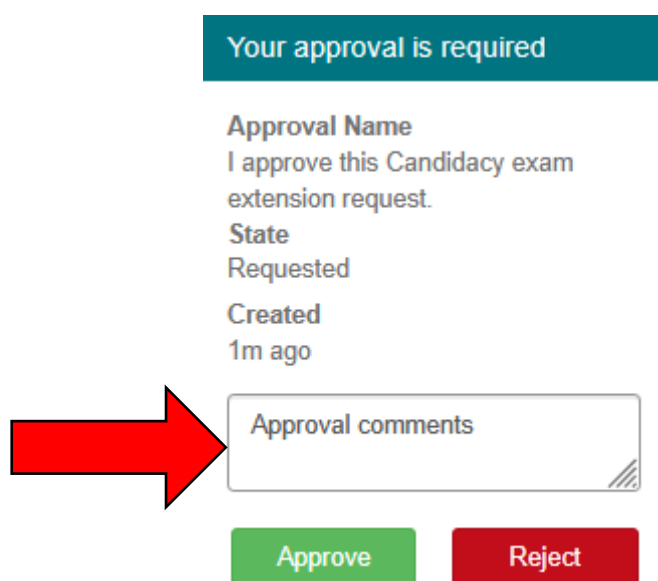
This is the part where you will be able to approve the content and validate the extension request.

If you approve with the content of the extension request and have no modifications to suggest, **you can validate the request by clicking on the Green “Approve” Button:**



The screenshot shows a validation interface. At the top is a teal header bar with the text "Your approval is required". Below this, the following information is displayed: "Approval Name" with the value "I approve this Candidacy exam extension request.", "State" with the value "Requested", and "Created" with the value "1m ago". Below the information is a text input field labeled "Approval comments". At the bottom are two buttons: a green "Approve" button and a red "Reject" button. A large red arrow points from the left towards the "Approve" button.

You can also make a comment to suggest modifications by using the comments section:



This screenshot is identical to the one above, showing the same validation interface. However, the large red arrow points from the left towards the "Approval comments" text input field instead of the "Approve" button.

If an information is incorrect but you approve the request, **you do not need to refuse the request.**

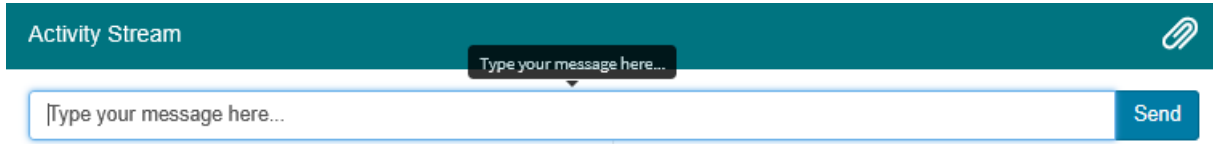
We can make changes in our system, which means that a comment is enough to request a modification.

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

N.B.: In the thesis director approval, the Thesis Director is also asked to certify that the funding for the extension is assured.

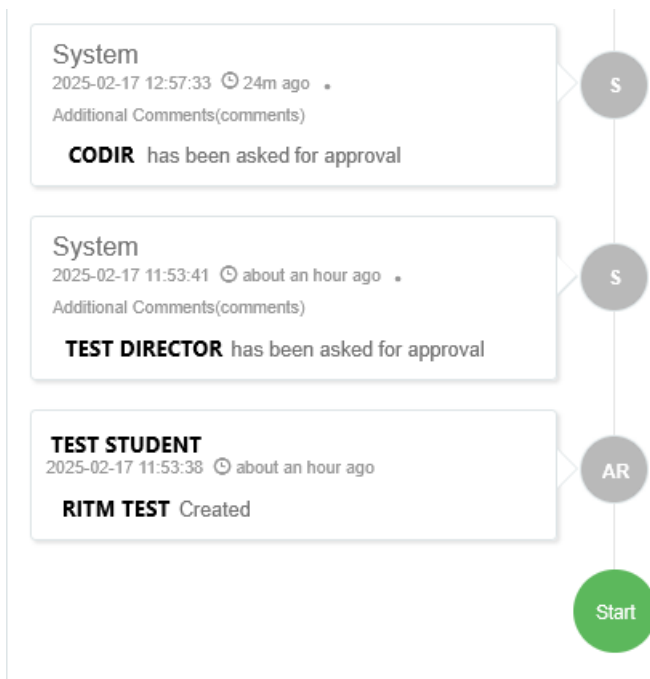
d) The Activity Stream

If you have a question or a comment before or after validating the request, you can submit it in the Activity Stream:



The screenshot shows the 'Activity Stream' header in a teal bar. Below it is a dark grey input field with the placeholder text 'Type your message here...'. To the right of this field is a blue 'Send' button. Below the dark grey field is a larger, light blue input field with the same placeholder text. To the right of this field is a blue 'Send' button. A paperclip icon is visible in the top right corner of the teal header bar.

The Activity Stream also serves to follow the status of the request and see to whom the request has been submitted after your validation.



If you have any questions or need help with this process, please contact the Doctoral Student's Office by mail at sac-doctorants@epfl.ch or by phone at the number +41 (0)21 693 43 45.