

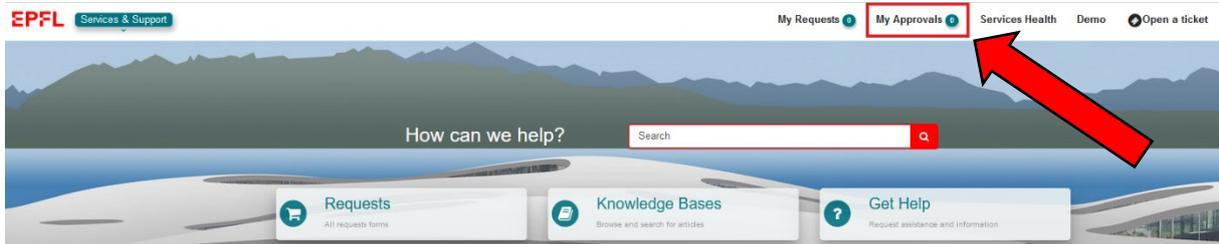
# Service Now Guidelines

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

<b>Requested Item</b>	
Number	State
<input type="text" value="RITM TEST"/>	<input type="text" value="Open"/>
Requested for	Stage
<input type="text" value="TEST STUDENT"/>	<input type="text" value="Director Approval"/>
Due date	Approval
<input type="text" value="2025-02-17 11:53:37"/>	<input type="text" value="Requested"/>
	Fulfillment group
	<input type="text" value="SAC_Bureau_Doctorat"/>

\* Short description

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

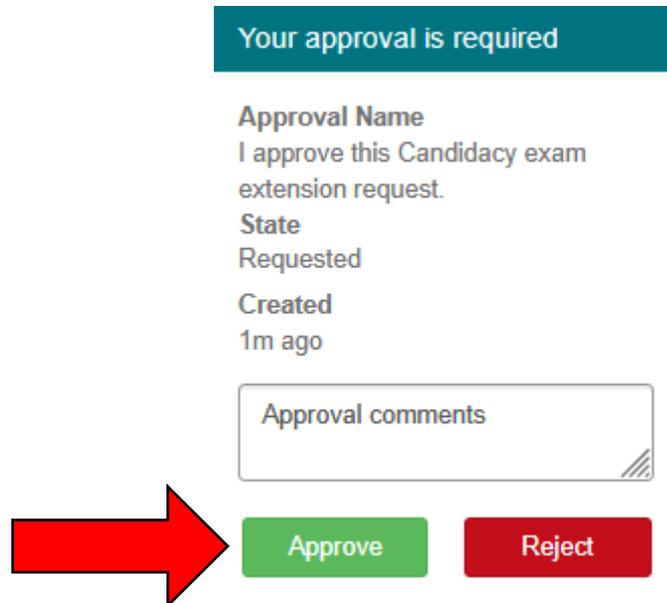
If changes are required, please indicate them in the comments section provided for this purpose, above the validation button in the validation box.

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

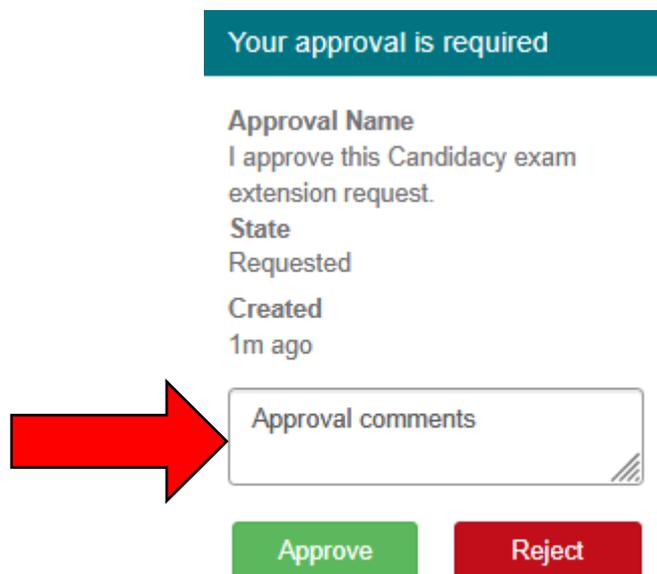
This is the part where you will be able to approve the content and validate the extension request.

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 with the text "Your approval is required". Below this, the following information is displayed: "Approval Name" with the text "I approve this Candidacy exam extension request.", "State" with the text "Requested", and "Created" with the text "1m ago". Below the text is a text input field labeled "Approval comments". At the bottom of the form 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 approval interface. However, a large red arrow points from the left towards the "Approval comments" text input field.

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

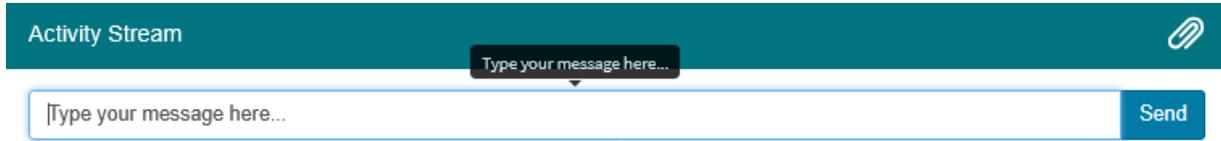
We can make changes in our system, which means that a comment is enough to request a modification.

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.

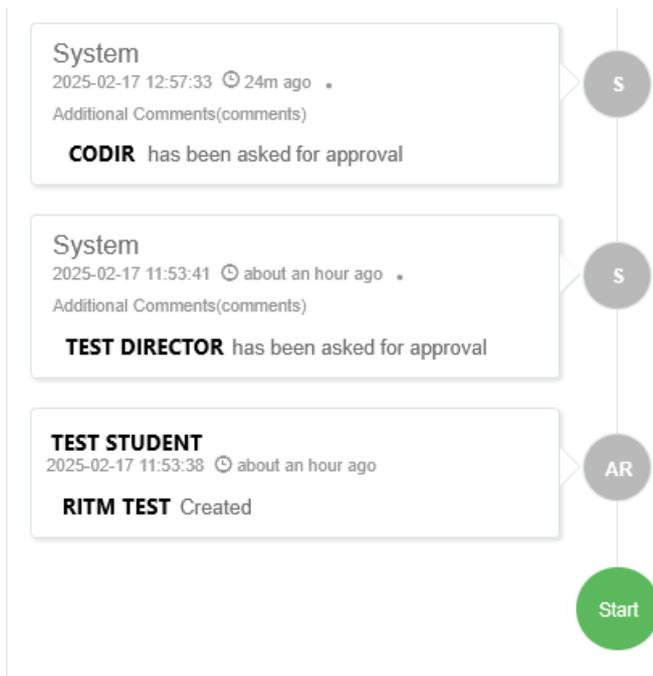
#### d) The Activity Stream

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 a dark teal header bar with the text "Activity Stream" on the left and a paperclip icon on the right. Below the header is a dark grey input field with the placeholder text "Type your message here...". Underneath this is a white input field with the placeholder text "[Type your message here...]" and a blue "Send" button on the right.

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](mailto:sac-doctorants@epfl.ch) or by phone at the number +41 (0)21 693 43 45.