Welcome to this short video titled “Tracking your service requests”.

The following topics will be covered in this video:

Accessing your submitted requests
Tracking a service request
Service request status
and
Further support

When you submit a form online, a service request is created.

Accessing your submitted requests
To track your requests, log into myGriffith and choose my Research. Then choose My Service Requests from the my Research page in myGriffith.
The Service request summary window will be displayed.

The window will show your numbered service requests. If you need to contact your supervisor or the HDR Student Centre about a request, always quote this number.

You can see your submitted requests, the current status, the date the status was last updated and who is currently managing the request.

Service request status

The following statuses are examples displayed for a service request.

Request submitted will be displayed when you submit the request. This status confirms that it has been successfully submitted.

More information requested There may be times when more information is required before a request can be processed. For example, if applying for more than 10 days sick leave, a medical certificate will need to be attached. In the cases when an approver determines that more information is required, you will receive an email to advise what information is outstanding, and the status of the request will change to More information requested.

Once the additional information is provided, the status will change to More information provided.

In progress means that the request is currently being processed.

Once the request has been approved, the status will stated Approved or if it is not approved, the status will be Not approved.

If you have cancelled the request or if you have requested the HDR Student Centre to cancel your request, the status will display Request cancelled.
Further support
More information about myGriffith is available from the myGriffith home page. Choose “How to use myGriffith” from the Quicklinks.

For more information about applying for leave or completing a service request, please refer to the relevant video which is available from this website.

For information about your candidature, please contact the HDR Student Centre on 1800154055. This is a toll free number within Australia.

If you experience any technical issues, please contact IT Help on 3735 5555 (in Brisbane) or 55525555 (for the Gold Coast).