Technical Support and Admin Account Requests

For support with using the Workshop Scheduler, or to request a Workshop Community or additional Community Administrator(s)*, please submit a Support Request on line.

* The request for additional Administrators for an existing Community must come from a current Admin for that Community. Please explain if an Admin is no longer available.

Step-by-step guide

UPDATED AUGUST 2018:

1. Go to [http://support.appstate.edu/help](http://support.appstate.edu/help)
2. Log in with your ASU User ID and Password
3. Under Submit New Incidents: Request Software Training
4. Complete the requested fields:
   - for Training select **Workshop Scheduler Application**
   - in the **Incident Description** field, describe the issue you are having; or for requesting a Workshop Community or additional Administrators provide the necessary information: **Community Name**, **Person’s Full Name** on their ASU ID account (without full name **Banner ID** is needed), **Person’s ASU Email**
5. A consultant will contact you to help; for a Community or Administrator request, you will be notified when any Banner records have been updated.

Related Articles

- 1. What is the Workshop Scheduler?
- 2. Process to Create a Workshop Scheduler Community
- 3. Terminology in the Workshop Scheduler Documentation
- 4. WORKSHOP ADMINISTRATION MENU
  - 4.a. My Workshops
  - 4.b. My Profile
  - 4.c. Workshop Listing
  - 4.d. Communities
  - 4.e. Workshop Types
  - 4.f. Participants
- 5. Workshop Roster Screen
  - 5.a. Marking Workshop Attendance
- 6. Add or Edit a Workshop
- 7. Add or Edit a Workshop Section
- 8. Publicizing Your Workshop
- 9. User Registration
- Technical Support and Admin Account Requests

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