

Technical Support and Admin Account Requests

v1

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>
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. Creating a Workshop Department \(formerly known as "Learning Community"\)](#)
- [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](#)
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- [5. Workshop Roster Screen](#)
 - [5.a. Marking Workshop Attendance](#)
- [6. Add or Edit a Workshop](#)
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