

Virtual Helpdesk: Academic Requests

ACADEMIC REQUESTS

What can you find in our catalog?

Certificates

- Carta Aprovechamiento
- Enrollment Certificate
- Internship Certificate
- Ranking Certificate
- Participation Certificate in event/Competition

Student Inquiries

- Drop Out
- Grade Appeal
- Meeting with Program Management
- Personalized Study Plan
- Whistle-blowing

Attendance

- Request for Attendance Exception

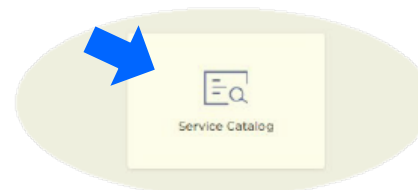
ACCESS HERE!



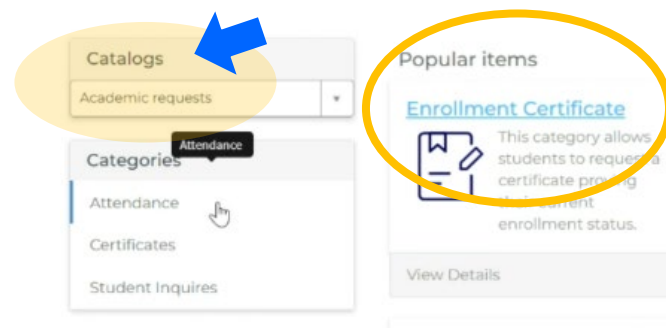
<https://www.ie.edu/student-guide/bba-sep-2023/vitual-help-desk/>

HOW TO OPEN A REQUEST (TICKET)

1. Access the Virtual Helpdesk, **scroll down**, and click on **Service Catalog**.



2. Click on the **dropdown menu** to find academic Requests.



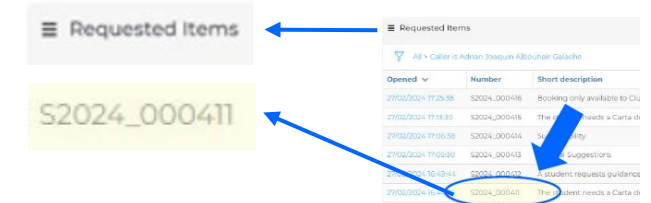
3. Select the item, fill the required information, and **submit**.

HOW TO ACCESS MY REQUEST

1. Access the Virtual Helpdesk and click on **my tickets** (top right corner).



2. Look for the **requested items section** and find your ticket starting with "S2024_".



3. Find there **attachments and/or comments**.

