

SKILLEDTRADES^{BC}

SKILLEDTRACESBC
MY REQUESTS

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Introduction

Users can communicate with the SkilledTradesBC Customer Service team in the portal within the My Requests section.

Key Features

Users can perform the following functions on the My Requests section of the SkilledTradesBC portal:

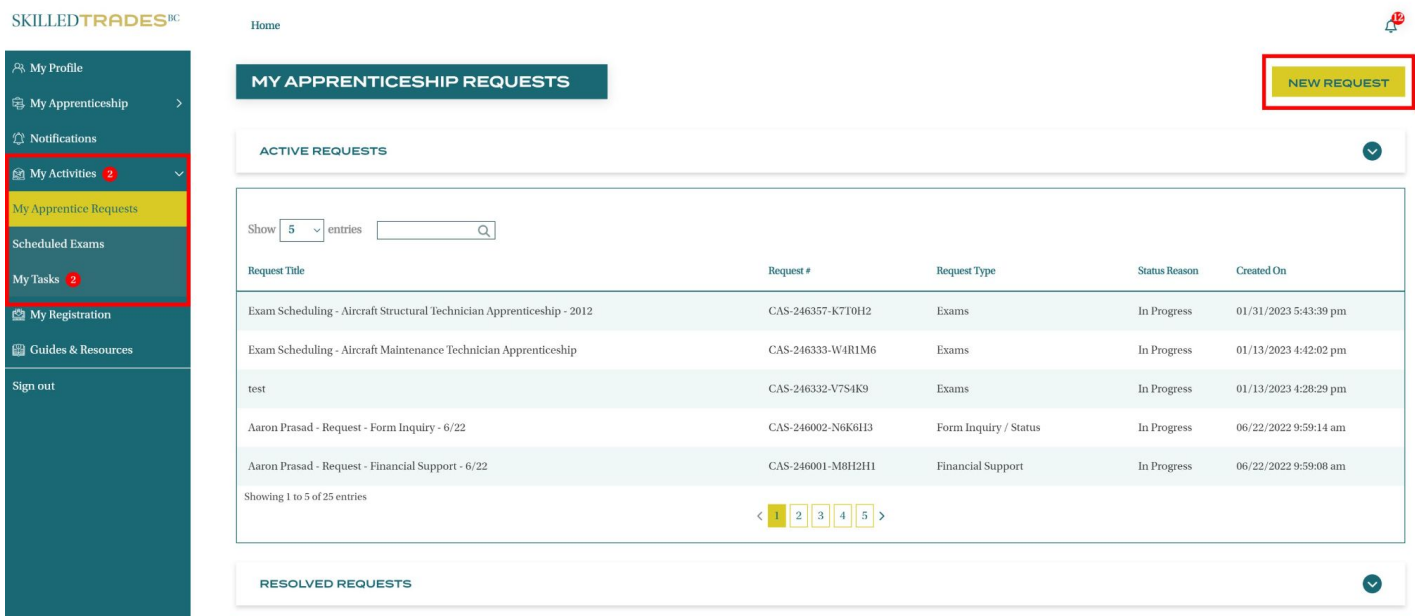
- Create New Request
- View Active Request
- Follow up on Existing Request
- View Resolved Request

Access My Requests

Users can access My Requests through My Activities on the left corner of the screen.

Click My Activities.

Click My Requests.



The following options are presented:

- New Request
- Active Request
- Resolved Request

My Requests - Steps

After you create a new request, SkilledTradesBC will work on the request. Afterward, you may be required to follow up on the request. View resolutions under Resolved Requests.

Create New Request - Apprentices

Click New Request located at the top right corner of the screen.

SKILLEDTRADESBC Home

MY APPRENTICESHIP REQUESTS NEW REQUEST

ACTIVE REQUESTS

Show 5 entries

Request Title	Request #	Request Type	Status Reason	Created On
Exam Scheduling - Aircraft Structural Technician Apprenticeship - 2012	CAS-246357-K710H2	Exams	In Progress	01/31/2023 5:43:39 pm
Exam Scheduling - Aircraft Maintenance Technician Apprenticeship	CAS-246333-W4R1M6	Exams	In Progress	01/13/2023 4:42:02 pm
test	CAS-246332-V7S4K9	Exams	In Progress	01/13/2023 4:28:29 pm
Aaron Prasad - Request - Form Inquiry - 6/22	CAS-246002-N6K6H3	Form Inquiry / Status	In Progress	06/22/2022 9:59:14 am
Aaron Prasad - Request - Financial Support - 6/22	CAS-246001-M8H2H1	Financial Support	In Progress	06/22/2022 9:59:08 am

Showing 1 to 5 of 25 entries

RESOLVED REQUESTS

A new page will open with the following details:

Request Title – a few words to identify your request. For example, exam results date.

Request Type – select from the dropdown menu.

Request Subtype – select from the dropdown menu. The subtype depends upon the request type selected.

Choose File – add any supporting documents.

For example, if the user is requesting a name change, they can add their Government ID as a supporting document.

Brief Description – provide a summary of the request. Enter as many details as you can to reduce the turnaround time.

For example, exam result query: I would like to know the date when exam results will be generated for the exam attempted on January 20th, 2022.

After completing all the fields, click **Submit**.

SKILLEDTRADES^{BC} Home 🔔

NEW APPRENTICE REQUESTS ← BACK

Apprentice *
Aaron Ajen Prasad

Request Title
Class Exam Request

Request Type *
Exams

Request Subtype *
Exam Results

File Upload
 No file chosen

Description *
Hello, Please provide an update on the test results.

SUBMIT

The request is successfully created and can be viewed under the Active Requests.



- My Profile
- My Apprenticeship >
- Notifications
- My Activities 2
- My Apprentice Requests
- Scheduled Exams
- My Tasks 2
- My Registration
- Guides & Resources
- Sign out

MY APPRENTICESHIP REQUESTS[NEW REQUEST](#)**ACTIVE REQUESTS**

Show 5 entries

Request Title	Request #	Request Type	Status Reason	Created On
Class Exam Request	CAS-246414-X5J7Z3	Exams	In Progress	02/14/2023 1:25:19 am
Exam Scheduling - Aircraft Structural Technician Apprenticeship - 2012	CAS-246357-K7T0H2	Exams	In Progress	01/31/2023 5:43:39 pm
Exam Scheduling - Aircraft Maintenance Technician Apprenticeship	CAS-246333-W4R1M6	Exams	In Progress	01/13/2023 4:42:02 pm
test	CAS-246332-V754K9	Exams	In Progress	01/13/2023 4:28:29 pm
Aaron Prasad - Request - Form Inquiry - 6/22	CAS-246002-N6K6H3	Form Inquiry / Status	In Progress	06/22/2022 9:59:14 am

Showing 1 to 5 of 26 entries

< 1 2 3 4 5 6 >

RESOLVED REQUESTS

Request Type and Subtypes

The Request Type and Subtypes provide a list of categories that a request usually falls under.

Users are advised to select the most specific subtype possible so that requests may be directed to the most relevant department.



- My Profile
- My Apprenticeship >
- Notifications
- My Activities
- My Apprentice Requests
- Scheduled Exams
- My Tasks
- My Registration
- Guides & Resources
- Sign out

NEW APPRENTICE REQUESTS[← BACK](#)

Apprentice *

Description *

Request Title

Request Title

Request Type *

- Exams
- System Support
- Technical Training Inquiry
- Certifications / Transcripts
- Form Inquiry / Status
- Financial Support
- Sponsor Issue
- Accommodations
- General Inquiry

Choose Files No file chosen

[SUBMIT](#)

There are Subtypes for the following Request Types:

Request Type – Exams

Subtypes - Exam Scheduling and Exam Results.

The screenshot shows the 'NEW APPRENTICE REQUESTS' form on the SKILLEDTRADES BC website. The left sidebar contains navigation options: My Profile, My Apprenticeship, Notifications, My Activities, My Apprenticeship Requests (highlighted), Scheduled Exams, My Tasks, My Registration, Guides & Resources, and Sign out. The main form area includes a breadcrumb 'Home > My Requests', a notification bell with a '2' badge, and a yellow '← BACK' button. The form fields are: 'Apprentice *' (text input), 'Request Title' (text input), 'Request Type *' (dropdown menu with 'Exams' selected), 'Request Subtype *' (dropdown menu with 'Exam Scheduling' and 'Exam Results' options), and 'File Upload' (button 'Choose Files' and text 'No file chosen'). A yellow 'SUBMIT' button is at the bottom. To the right is a 'Description *' text area with a 'Description' placeholder and a yellow '← BACK' button.

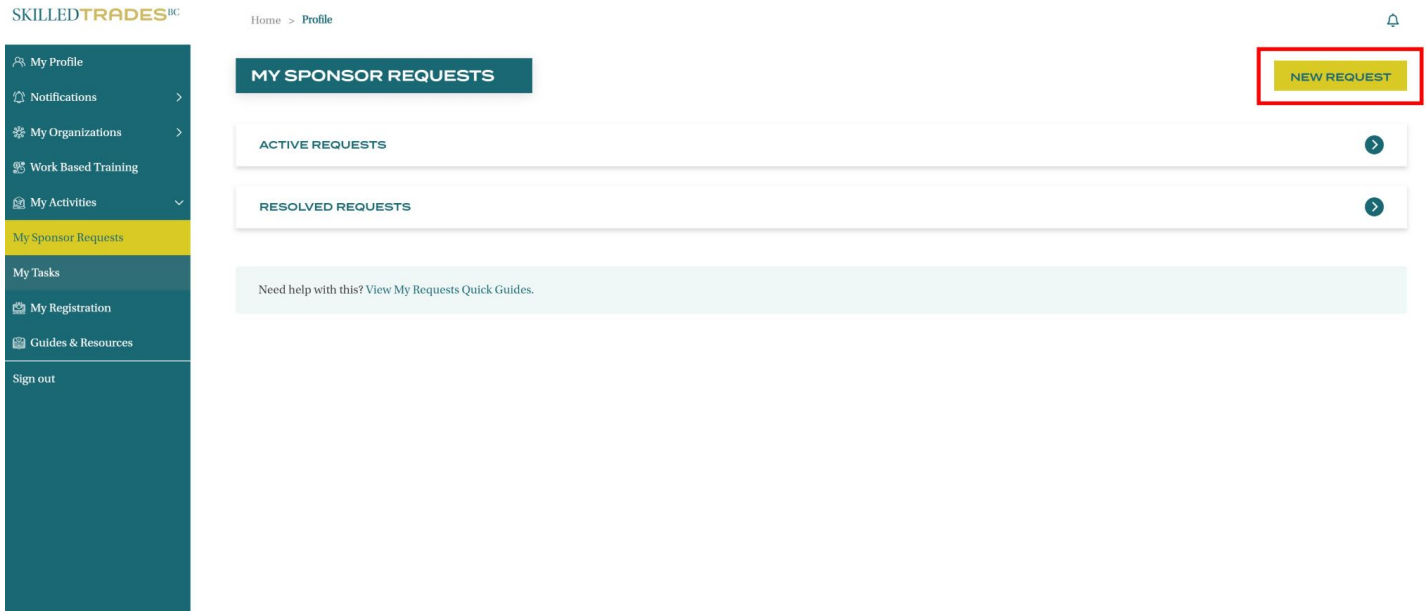
Request Type – Certifications/ Transcripts

Subtypes - Transcript Results and Verify Certifications.

The screenshot shows the 'NEW APPRENTICE REQUESTS' form on the SKILLEDTRADES BC website, similar to the first one but with different options. The left sidebar is identical. The main form area includes the same breadcrumb and notification elements. The form fields are: 'Apprentice *' (text input), 'Request Title' (text input), 'Request Type *' (dropdown menu with 'Certifications / Transcripts' selected), 'Request Subtype *' (dropdown menu with 'Transcript Results' and 'Verify Certification' options), and 'File Upload' (button 'Choose Files' and text 'No file chosen'). A yellow 'SUBMIT' button is at the bottom. To the right is a 'Description *' text area with a 'Description' placeholder and a yellow '← BACK' button.

Create New Request - Sponsor

Click on New Request located at the top right corner of the screen.



A new section will open with an option to create a new request. Enter the following details:

Organization – a user can be a sponsor for more than one organization. Select the organization's name from the dropdown.

Request Title – a few words to identify the request.

For example, work-based hours error.

Request Type – select from the dropdown menu

Request Subtype – select from the dropdown menu. The subtype depends on the request type selected.

Choose File – add any supporting documents.

For example - upload a screenshot of hours submitted in error

Brief Description – provide a summary of your request.

For example, I submitted the wrong hours for the apprentice X on 2/2/2022. Hours logged should be 25 hours instead of 250 hours. Please review and update.

After completing all the fields, click **Submit**.

SKILLEDTRADES BC

Home > Profile

NEW SPONSOR REQUEST

← BACK

Sponsor *
Test Sponsor/Three

Organization *
test

Request Title
Request Title

Request Type *

Request Subtype *

Description *
Description

File Upload
Choose Files No file chosen

SUBMIT

The request is successfully submitted.

Request Types and Subtypes

SKILLEDTRADES BC

Home > Profile

NEW SPONSOR REQUEST

← BACK

Sponsor *
Steven Jones

Organization *

Request Title
Request Title

Request Type *
My Apprentices
Sponsor Support
System Support
General Inquiry

Description *
Description

File Upload
Choose Files No file chosen

There are Subtypes for the following Request Types:

Request type – Apprentices

Subtypes:

- Apprentice Registrations
- Technical Training
- Work-Based Hours
- Financial Supports
- Out of Province

SKILLEDTRADES BC

Home > Profile

NEW SPONSOR REQUEST

Sponsor *
Steven Jones

Organization *

Request Title
Request Title

Request Type *
My Apprentices

Request Subtype *
Apprentice Registration
Technical Training
Work Based Hours
Financial Support
Out of Province

Description *
Description

← BACK

Request Type – Sponsor Support

Subtypes:

- Program/Trade Update
- Financial Support / Tax Credit
- Form Status

- My Profile
- Notifications
- My Organizations
- Work Based Training
- My Activities
- My Sponsor Requests
- My Tasks
- My Registration
- Guides & Resources
- Sign out

NEW SPONSOR REQUEST

← BACK

Sponsor *
Steven Jones

Organization *

Request Title
Request Title

Request Type *
Sponsor Support

Request Subtype *

File Upload
 No file chosen

Description *

Description

View Active Requests

Upon successful creation of a request, it will appear under the Active Requests. Click on the arrow next to active requests to expand it and view active requests.

The Active Requests section gives a snapshot of the request with Request Title, Request Number, Request Type, Status Reason and Created On (time and date).

- My Profile
- Notifications
- My Organizations
- Work Based Training
- My Activities
- My Sponsor Requests
- My Apprentice Requests
- Scheduled Exams
- My Tasks
- My Registration
- Guides & Resources
- Sign out

MY SPONSOR REQUESTS

NEW REQUEST

ACTIVE REQUESTS

Show 5 entries

Request Title	Request #	Organization	Request Type	Status Reason	Created On
Work-based hours submission error	CAS-235634-V7L5W0	Daniels Tires	My Apprentices	In Progress	03/05/2023 8:49:54 pm
Emails not delivering	CAS-235633-Z6J4C6	Daniels Tires	System Support	In Progress	03/05/2023 8:49:21 pm
Apprenticeship registration error	CAS-235632-B2P670	Daniels Tires	My Apprentices	In Progress	03/05/2023 8:48:39 pm
Work-Based hours error	CAS-235631-B4B3K3	Daniels Tires	My Apprentices	In Progress	03/05/2023 8:46:56 pm
	CAS-234305-W0M7M6	Daniels Tires	Sponsor Support	In Progress	12/06/2021 2:26:41 pm

Showing 1 to 5 of 5 entries

RESOLVED REQUESTS

Sponsors can also view the organization name for which the request is created.

Home > My Requests

SKILLEDTRADES BC

My Profile
Notifications
My Organizations
Work Based Training
My Activities
My Sponsor Requests
My Apprentice Requests
Scheduled Exams
My Tasks
My Registration
Guides & Resources
Sign out

NEW REQUEST

ACTIVE REQUESTS

Show 5 entries

Request Title	Request #	Organization	Request Type	Status Reason	Created On
Work-based hours submission error	CAS-235634-V7L5W0	Daniels Tires	My Apprentices	In Progress	03/05/2023 8:49:54 pm
Emails not delivering	CAS-235633-Z6J4C6	Daniels Tires	System Support	In Progress	03/05/2023 8:49:21 pm
Apprenticeship registration error	CAS-235632-B2P6Z0	Daniels Tires	My Apprentices	In Progress	03/05/2023 8:48:39 pm
Work-Based hours error	CAS-235631-B4B3K3	Daniels Tires	My Apprentices	In Progress	03/05/2023 8:46:56 pm
	CAS-234305-W0M7M6	Daniels Tires	Sponsor Support	In Progress	12/06/2021 2:26:41 pm

Showing 1 to 5 of 5 entries

RESOLVED REQUESTS

This information enables users to track individual requests.

Users can search for a particular request by typing keywords in the search box.

They can also sort the requests in ascending/ descending order by clicking on the entity they want to sort them by.

Home > My Requests

SKILLEDTRADES BC

My Profile
Notifications
My Organizations
Work Based Training
My Activities
My Sponsor Requests
My Apprentice Requests
Scheduled Exams
My Tasks
My Registration
Guides & Resources
Sign out

NEW REQUEST

ACTIVE REQUESTS

Show 5 entries

Request Title	Request #	Organization	Request Type	Status Reason	Created On
Work-based hours submission error	CAS-235634-V7L5W0	Daniels Tires	My Apprentices	In Progress	03/05/2023 8:49:54 pm
Emails not delivering	CAS-235633-Z6J4C6	Daniels Tires	System Support	In Progress	03/05/2023 8:49:21 pm
Apprenticeship registration error	CAS-235632-B2P6Z0	Daniels Tires	My Apprentices	In Progress	03/05/2023 8:48:39 pm
Work-Based hours error	CAS-235631-B4B3K3	Daniels Tires	My Apprentices	In Progress	03/05/2023 8:46:56 pm
	CAS-234305-W0M7M6	Daniels Tires	Sponsor Support	In Progress	12/06/2021 2:26:41 pm

Showing 1 to 5 of 5 entries

RESOLVED REQUESTS

To view the request details, double-click on the request. It will open a new page with all the details related to the request.

Request Timeline

After a request is created in the portal, the SkilledTradesBC will work on the request. Either a resolution will be posted or they may ask for follow-up information/documents.

When an activity occurs at the user's request, a notification is sent to users in the portal and an email is sent to their registered email address.

Users can review the status of their request by navigating to the Active Requests.

The screenshot shows the SkilledTradesBC portal interface. On the left is a dark teal sidebar with navigation options: My Profile, My Apprenticeship, Notifications, My Activities (with a red '2' badge), My Apprentice Requests (highlighted in yellow), Scheduled Exams, My Tasks (with a red '2' badge), My Registration, Guides & Resources, and Sign out. The main content area has a header with 'Home', 'MY APPRENTICESHIP REQUESTS', and a 'NEW REQUEST' button. Below this is a section titled 'ACTIVE REQUESTS' with a search bar and a table. The table has five rows of data. Below the table is a pagination control showing 'Showing 1 to 5 of 25 entries' and a page selector with buttons for 1, 2, 3, 4, and 5. Below the active requests is a section for 'RESOLVED REQUESTS'.

Request Title	Request #	Request Type	Status Reason	Created On
Exam Scheduling - Aircraft Structural Technician Apprenticeship - 2012	CAS-246357-K710H2	Exams	In Progress	01/31/2023 5:43:39 pm
Exam Scheduling - Aircraft Maintenance Technician Apprenticeship	CAS-246333-W4R1M6	Exams	In Progress	01/13/2023 4:42:02 pm
test	CAS-246332-V7S4K9	Exams	In Progress	01/13/2023 4:28:29 pm
Aaron Prasad - Request - Form Inquiry - 6/22	CAS-246002-N6K6H3	Form Inquiry / Status	In Progress	06/22/2022 9:59:14 am
Aaron Prasad - Request - Financial Support - 6/22	CAS-246001-M8H2H1	Financial Support	In Progress	06/22/2022 9:59:08 am

Double click on the request to open it The Timeline provides updates regarding the user's request, including any notes by the SkilledTradesBC.



- My Profile
- My Apprenticeship
- Notifications
- My Activities 2
- My Apprentice Requests**
- Scheduled Exams
- My Tasks 2
- My Registration
- Guides & Resources
- Sign out

REQUEST DETAILS

← BACK

Request Title Class Exam Request
Request Type Exams
Request Subtype Exam Results
Status Reason In Progress

Customer Aaron Prasad
Created On 02/14/2023 1:25:19 am
Request Number CAS-246414-X5J7Z3
Description Hello, Please provide an update on the test results.

TIMELINE

+ COMMENT

0 minutes ago
Modified on 2/14/2023 2:05 AM

ITACRM_CSR #
Hi Aaron,
Please provide further details.

exam_details.png (398.37 KB)

Users can follow up on the request or respond to the note by clicking on Add Comment on the right corner of the screen.

Home > My Requests

REQUEST DETAILS

Request Title Class Exam Request
Request Type Exams
Request Subtype Exam Results
Status Reason In Progress

TIMELINE

9 minutes ago
Modified on 2/14/2023 2:05 AM

ITACRM_CSR #
Hi Aaron,
Please provide further details.

exam_details.png (398.37 KB)

ADD A COMMENT

* Comment Here is some additional information

Attach a file

SUBMIT CANCEL

← BACK

+ COMMENT

Resolved Requests

Once the request is completed, the SkilledTradesBC will post the resolution. The request is moved from Active Requests to Resolved Requests.

A notification is sent to the user.

Users can view the resolution by navigating to the Resolved Requests tab. Click on the arrow to view the resolved requests.

Home > Profile Summary

MY APPRENTICESHIP REQUESTS

NEW REQUEST

ACTIVE REQUESTS

RESOLVED REQUESTS

Request Title	Request #	Request Type	Status Reason	Resolution Date
Unable to submit request	CAS-234885-G8B2F7	System Support	Closed	02/23/2022 11:08:51 am
My request title goes here	CAS-234878-X1Q0Q5	Financial Support	Closed	02/22/2022 10:13:30 am

Need help with this? View My Requests Quick Guides.

Double click on the request to view the request details.

The resolution is posted on the request timeline.

Home > My Requests > Request Details

REQUEST DETAILS

← BACK

Request Title Unable to submit request

Request Type System Support

Status Reason Closed

Customer

Created On 02/23/2022 11:08:51 am

Request Number CAS-234885-G8B2F7

Description When I click on submit, it does not work

+ COMMENT

TIMELINE

about a year ago
Modified on 2/23/2022 11:12 AM

ITACRM_CSR #
Client has been contacted via telephone

Fields.xlsx (8.85 KB)

about a year ago
Modified on 2/23/2022 11:09 AM

I haven't heard back from the support team and it has been two weeks

comment_attachment.png (298.34 KB)

