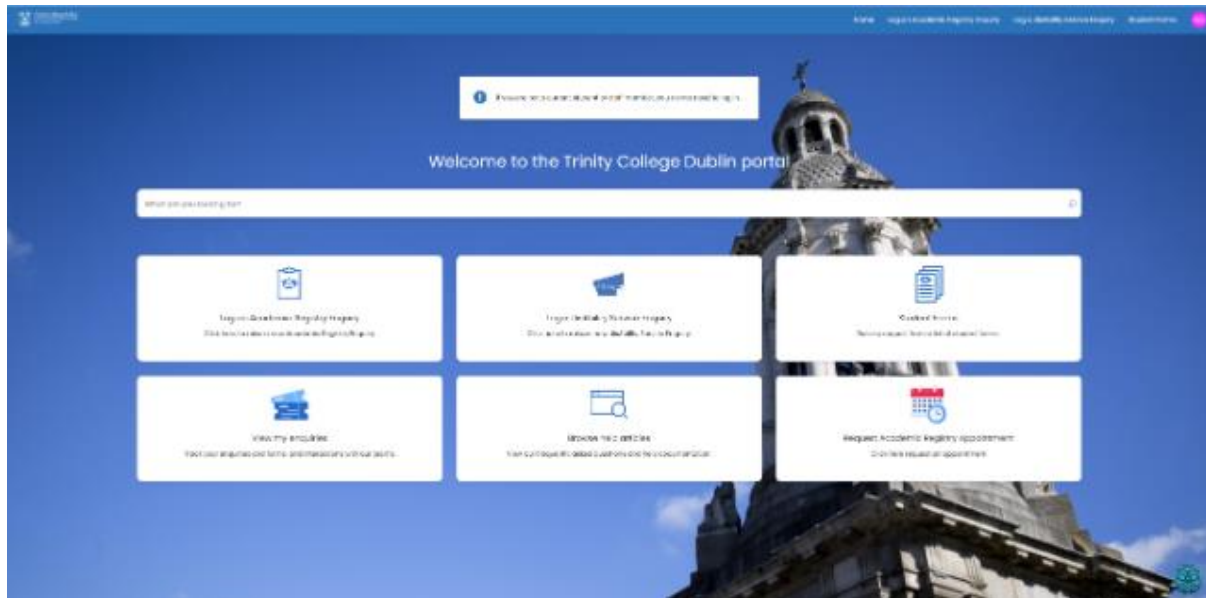


A Brief overview on navigating the new AskDS User Portal

The Trinity College Disability Service and Academic Registry will be transitioning from our former CRM system, SID, to a brand-new system, HALO. This decision has been made to improve the experience of students availing of our service. This new system will aim to simplify many processes and act as a more central hub for all information pertaining to the Disability Service. You can still contact us by using AskDS@tcd.ie, we are still the same service, we have just updated our internal systems to increase the user experience.



We value your patience and understanding during this transitional period and wish to use this space to let you know what to expect from our new system and what this means for you, the end user.

The new User Portal ([which can be found here](#)) will act as a hub for all queries related to both Academic Registry and the disAbility Service. From this main page you will be able to log an enquiry with both services directly, as well as acting as a hub for all your open queries to both departments so students and staff can better track any open tickets they have and monitor the progress of their enquiries.

We have also streamlined the process for completing various [forms](#) related to both departments, you will now be able to access and begin filling out standard forms within both departments, these will then automatically create a ticket for you to speed up the overall process, effectively eliminating the initial back and forth at the start of the process.

Service Categories



Academic Registry

[Click here to access the Academic Registry](#)



Student Service

[Click here to access the Student Service](#)

