

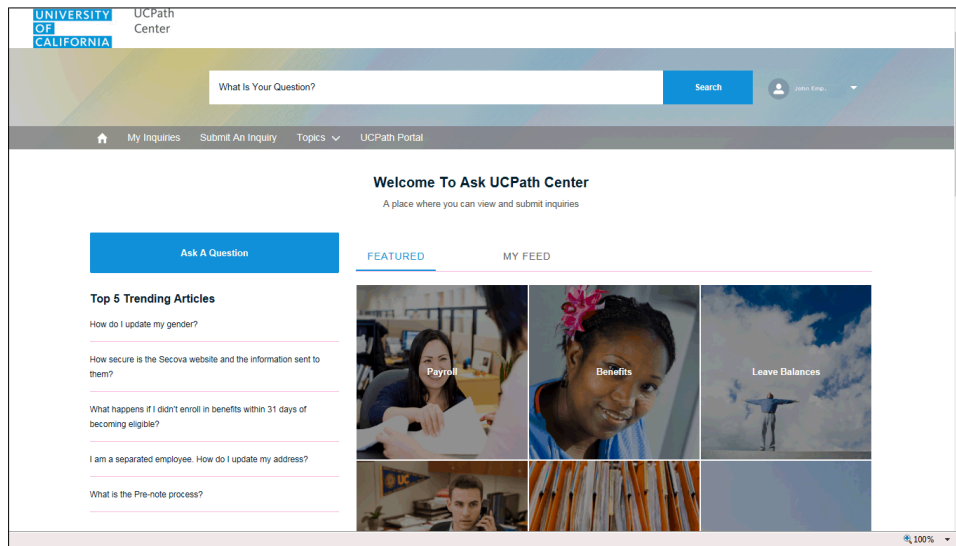
Use this task to submit an inquiry to UCPath Center via UCPath.

Dashboard Navigation:
Ask UCPath Center

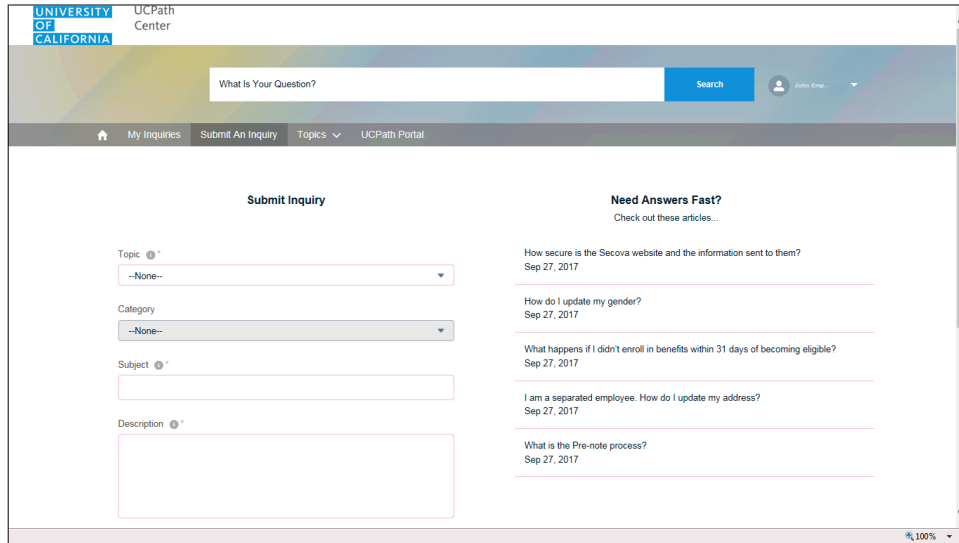
or


Menu Navigation:
 Help / FAQ > **Ask UCPath Center**

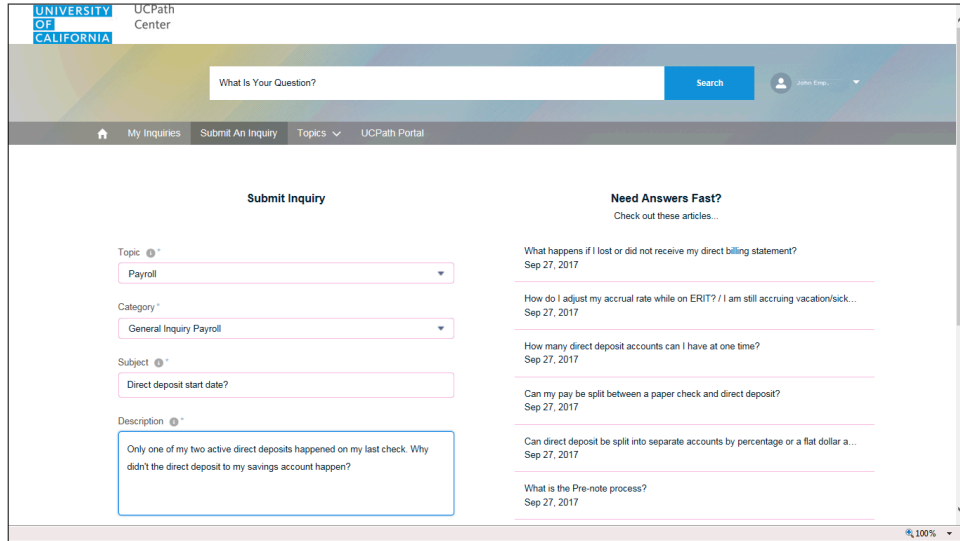
Note: This example uses sample images as seen on a computer. Sample images appear differently on a tablet or smartphone, but the steps remain the same.



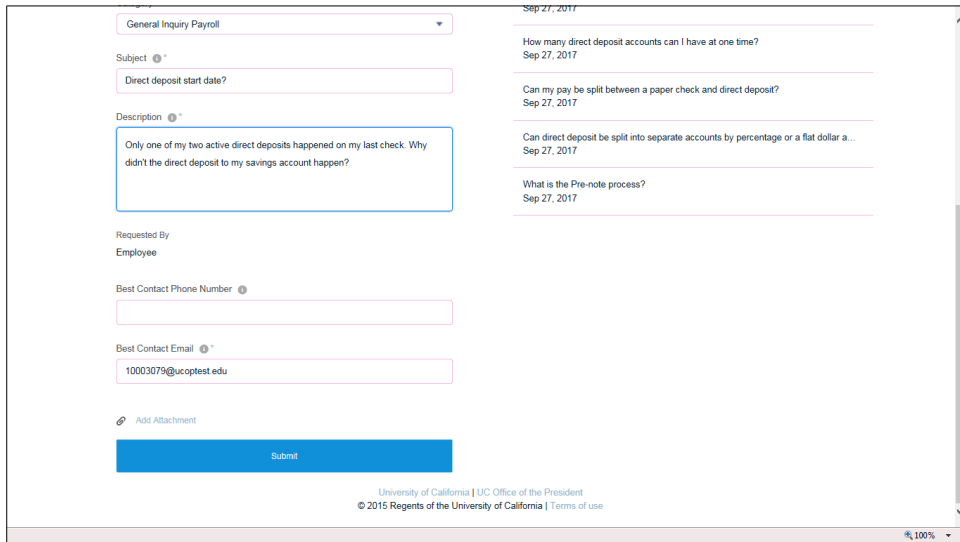
Step	Action
1.	<p>The Welcome To Ask UCPath Center page appears. The Submit An Inquiry option appears as a link at the top of the page.</p> <p>Click the Submit An Inquiry link.</p>



Step	Action
2.	In this example, enter a payroll inquiry to ask when your direct deposit begins. Click the button to the right of the Topic field.
3.	Choose the topic area associated with your inquiry. In this example click the Payroll list item. Payroll
4.	Click the button to the right of the Category field. 
5.	A list of categories associated with the selected topic appears. Choose the category associated with your inquiry. For this example, click the General Inquiry Payroll list item.
6.	Click in the Subject field.
7.	Enter the desired information into the Subject field.
8.	Click in the Description field.
9.	Enter the desired information into the Description field.

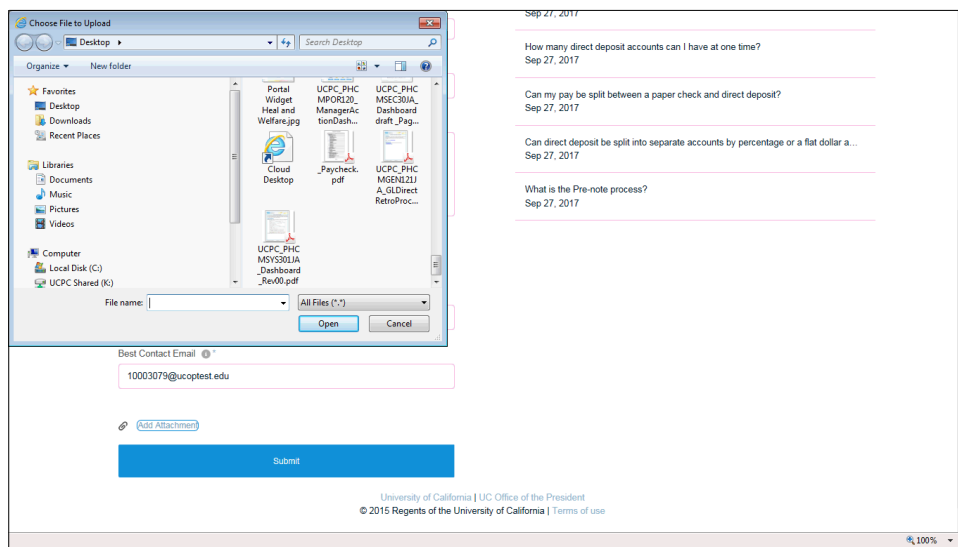


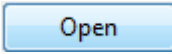
Step	Action
10.	In this example, the full Description was completed on your behalf. Click the scroll bar.



Step	Action
11.	Notice that the Requested By field defaults to Employee , which means you are submitting a request on your own behalf.
12.	Click in the Best Contact Phone Number field.
13.	Enter the desired information into the Best Contact Phone Number field.

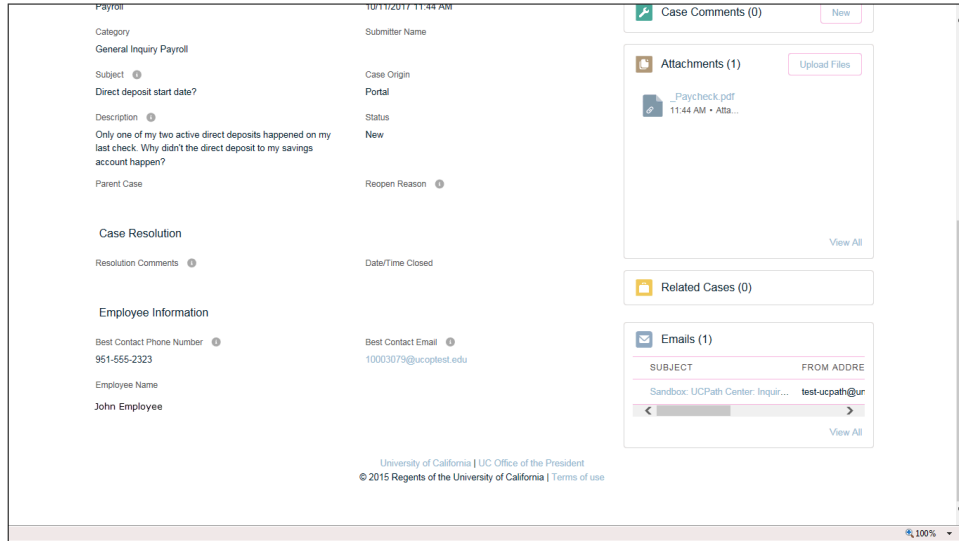
Step	Action
14.	The email automatically defaults from your Salesforce record. You can override the email by clicking in the Best Contact Email field and entering a new email address.
15.	You can attach only one file during initial entry of your inquiry, but you can attach unlimited files after submitting. Accepted formats includes MS Office suite, PDF, JPG, TIFF, PNG or WAV.
16.	Click the Add Attachment link. Add Attachment



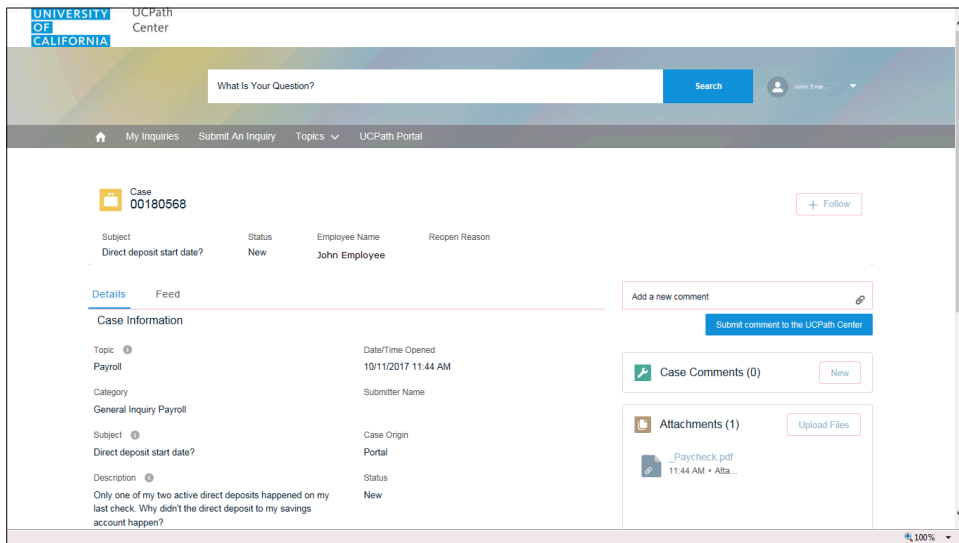
Step	Action
17.	Navigate to the document you want to attach.
18.	Click the Open button. 

Step	Action
19.	The file name appears in the Attachments box.
20.	Click the Submit button.

Step	Action
21.	A case number was assigned to the inquiry. You can review the inquiry in the Details section.
22.	Comments can be added to the case and then reviewed in the Case Comments section. Because this is a new inquiry, no comments appear yet.
23.	Existing attachments can be reviewed and new attachments can be added in the Attachments section.
24.	Click the scroll bar.



Step	Action
25.	Related inquiries can be reviewed in the Related Cases group box. No related cases exist for this new inquiry Public email messages associated with the case can be reviewed in the Emails section.
26.	Click the scroll bar.



Step	Action
27.	The status of a case updates throughout the life of the case. This helps to provide an indication of what is happening with the case. For example, this new inquiry displays the status New .

Step	Action
28.	You have submitted an inquiry to UCPATH Center via the UCPATH website. End of Procedure.