

## How To Submit a Question to Our Office

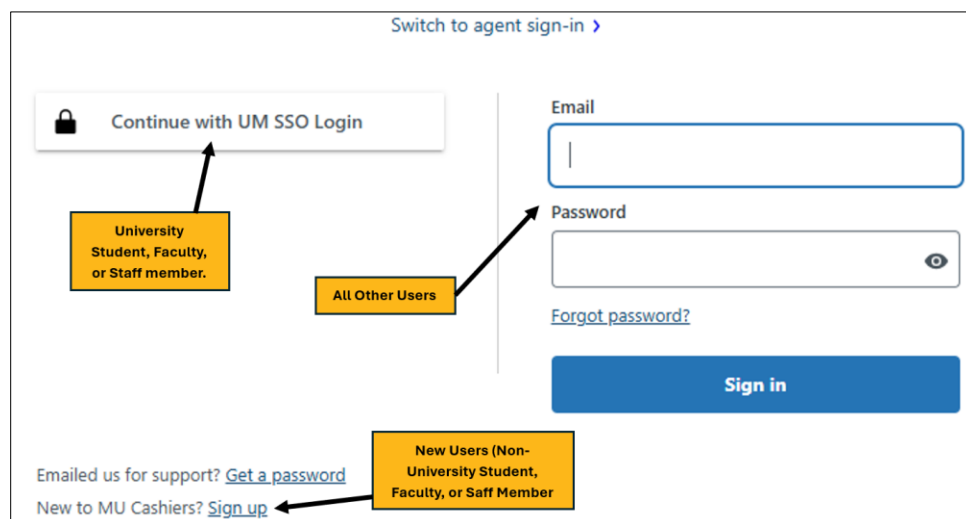
Can't find what you are looking for in our knowledge articles? Feel free to submit a question (ticket) to us by following the below steps:

- **Step 1:** Click the "Sign-In" button at the top right-hand corner of any help center page.
  - Please note that if you have already signed in, this button will not appear. Instead, you can click "Submit a request" and skip down to step 4.



- **Step 2:** Upon clicking "Sign-In," you will be prompted with two choices to sign into the help center.
  - **University of Missouri students, faculty, and staff**
    - Click "**Continue with UM SSO Login**" to sign in via the University Single Sign-On (SSO).
  - **All other users (including parents/authorized users)**
    - Sign in using your email address and password.

Is it your first time signing in? Click the "**Sign up**" next to the "**New to MU Cashiers?**" message on the bottom left-hand side.

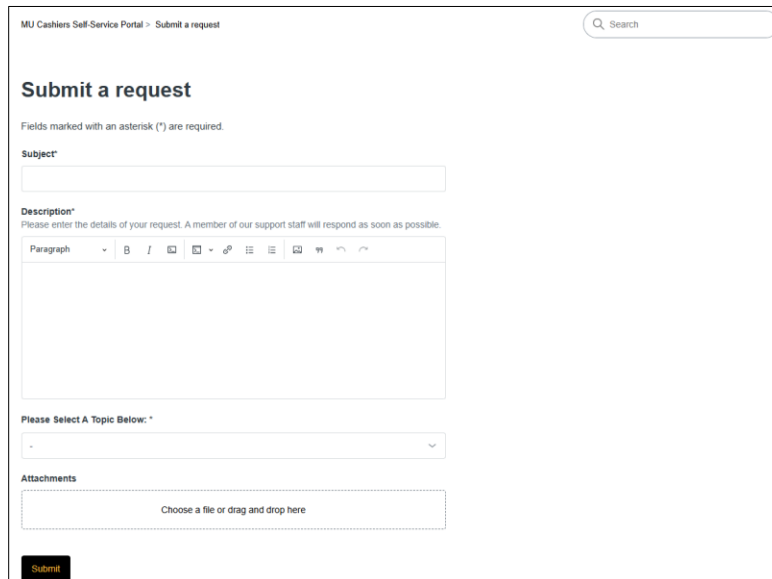


**Why sign in?** Signing in allows you to:

- Track your request status
- View previous requests
- Respond to updates more easily
  - See step 8 for information on the “My Requests” screen.
- **Step 3:** Once you are signed in, click "Submit a request" at the top right-hand side of the screen.



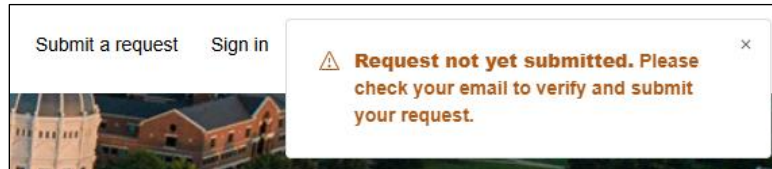
- **Optional: Submitting Without Signing In**
  - You can submit a request without signing in. However, you will need to verify your email before your request is processed (see Step 5a)
- **Step 4:** Next, follow the prompts to submit a request.
  - You will be required to add a subject, description, and topic. (Attachments are allowed but not required)



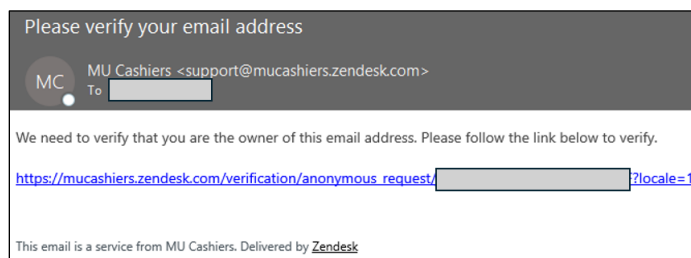
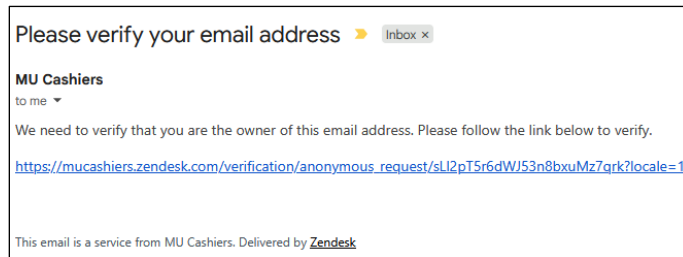
- **Step 5:** Once you have filled out all the required information, click "Submit" at the bottom.
  - **Step 5a:** Email Verification (if not signed in)

- Although it is recommended that you sign in prior to submitting your request, if you submitted your request without signing in, you will need to verify your email before your request is processed.

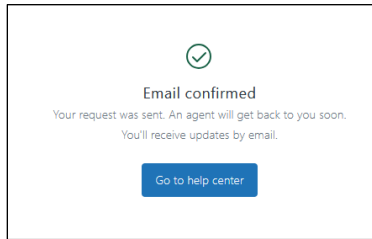
After clicking “Submit,” you will see a message indicating that your request has not yet been submitted.



- **To complete your request:**
  - Check your email inbox
  - Open the verification email
  - Click the verification link



- Once the link has been clicked your email is verified and your request will be successfully submitted.



- **Step 6:** After submitting your request, you will receive an email confirmation.

Your request (173) has been received and is being reviewed by our support staff. Please allow a 48-72 hour turnaround on this request.

To add additional comments, please reply to this email.

- If you have not received this confirmation email, your request has NOT been submitted.
- **Step 7:** We will respond to your request via email as soon as possible.
- **Step 8:** You can also follow the status of your request, and respond to it, through the help center portal on your "My requests" screen. You can navigate there by clicking your name on the top right-hand corner of the screen and then selecting "Requests."



**If you run into any issues submitting your request, please reach out, and we'll be happy to help.**