## How to self-serve 24/7 ASKQM



Access AskQM via the QMUL app or AskQM webpage and log in using your usual Queen Mary account details.

askqm.qmul.ac.uk

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salesforce
Active students with Queen Mary University of London are able to log into the QMUL Hub via SSO.
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Login
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### Browse Knowledge Articles

Once logged in, along the top of the screen you will find a tab called 'Ask a Question'. Clicking on this will allow you to type in a question or keywords relating to your enquiry. Suggested knowledge articles will then be presented to you.

### View Knowledge Articles

You can browse articles and filter by category using the menu on the left-hand side of the screen. Our knowledge articles have been specially written to support you to find the answer to your query fast, 24 7.

When browsing previews of knowledge articles, clicking 'view more' will open the article for you to read in full.

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n Mary issues all <b>fu</b> • <b>more</b>	illy enrolled	undergradu	ate, postgrad	uate (taught a
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# Send Knowledge Article to Self

You can send the article to your email to read later. Just scroll to the bottom of the article and click 'Send answer to me' and it will be sent straight to your inbox.

### ase note that QM can only stamp and seal these documents for the purpose of

nporarily enrolled students: If you are a new student that is temporarily enror tudent Status Letter. New students will be registered with Gradintelligence and olment.

Send answer to me

### **Provide Feedback**

You can easily provide feedback on the knowledge articles to highlight an improvement or issue, or to indicate if you found the article helpful.

	Was this article helpful?				
tatus Letter via a	Choose a general reason				
	Positive feedback 👻				
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### **Related Articles**

Related articles will also be displayed to you so if the

Related Articles	
need a new student ID card	<b>@</b> 10
Who can complete my Canadian Loan form?	<b>@</b> 12
What happens to my student visa if I change/interrupt/withdraw from my course or com- olete early?	<b>@</b> 12
need a form to be completed to confirm my registration/enrolment	
am receiving a US loan. Do I need to pay the deposit?	<b>@</b> 12

knowledge article hasn't quite answered your question, there may be another article that will.



# AskQM

### Have a question? AskQM

AskQM is your new student enquiry system. Find what you need to know quickly and easily, all in one place:

- Self-service Tool: Get quick answers 24/7
- Submit & Track: Log an enquiry and monitor its progress
- In-Person Support: Visit our AskQM hubs across our campuses



Find out more at askqm.qmul.ac.uk