

How to self-serve 24/7 ASKQM

Log in

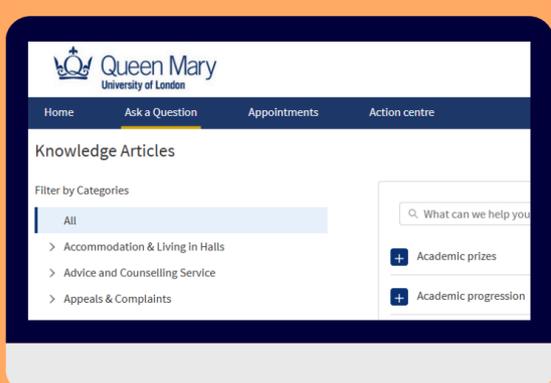
Access AskQM via the QMUL app or AskQM webpage and log in using your usual Queen Mary account details.

askqm.qmul.ac.uk



Browse Knowledge Articles

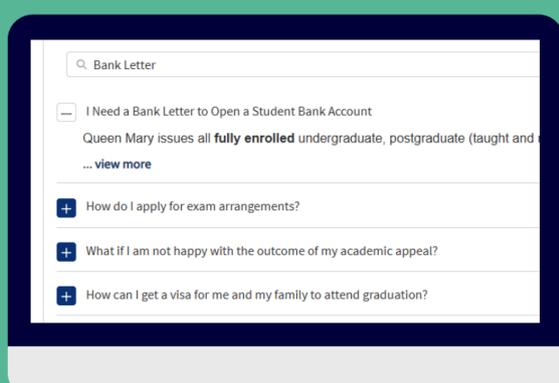
Once logged in, along the top of the screen you will find a tab called 'Ask a Question'. Clicking on this will allow you to type in a question or keywords relating to your enquiry. Suggested knowledge articles will then be presented to you.



View Knowledge Articles

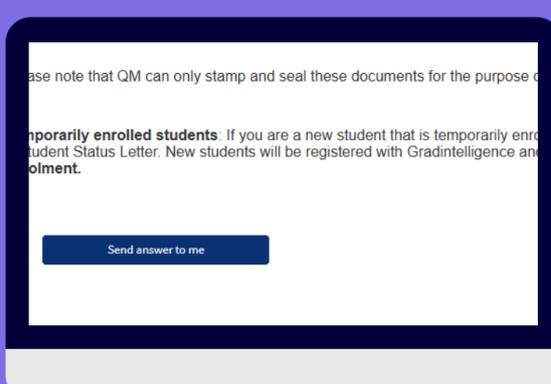
You can browse articles and filter by category using the menu on the left-hand side of the screen. Our knowledge articles have been specially written to support you to find the answer to your query fast, 24/7.

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



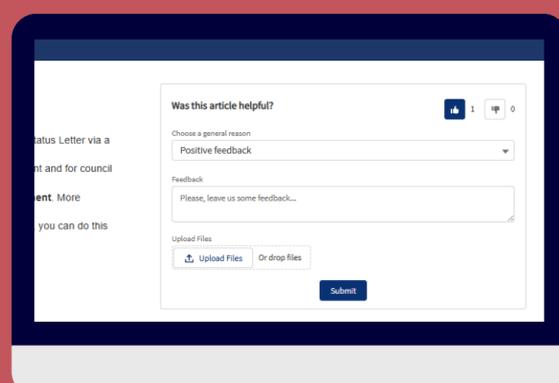
Send Knowledge Article to Self

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.



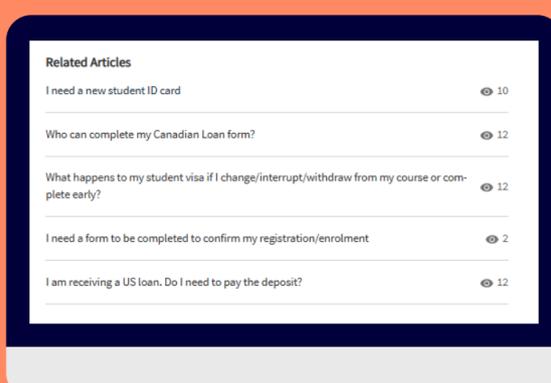
Provide Feedback

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



Related Articles

Related articles will also be displayed to you so if the knowledge article hasn't quite answered your question, there may be another article that will.



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AskQM

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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



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