

How to submit & track your enquiry

ASKQM

Log in

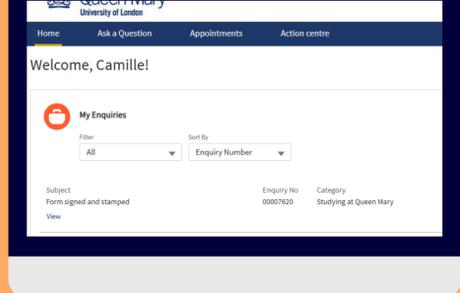
Access AskQM via the QMUL app or AskQM webpage and log in using your usual Queen Mary account details.

askqm.qmul.ac.uk



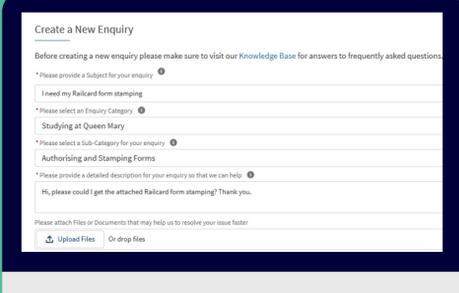
Your Enquiries

Once logged in to your AskQM portal, the homepage will display any enquiries you have submitted, all in one place. You can always get back to this page by clicking the 'Home' tab along the top of the screen. You can use the drop-down filter and 'Sort by' menus to help you find what you're looking for. If you have a query, just click on 'Ask a Question' along the top bar to quickly and easily find the answer using the recommended knowledge articles.



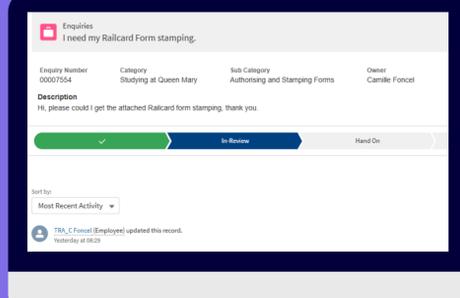
Create a New Enquiry

If you aren't able to find the answer or would like some more help, you can click on 'New Enquiry' to the right of the open knowledge article. You will then be presented with a form where you can type in your question. On the right-hand side, any related knowledge articles will be displayed, giving you the opportunity to view other articles that may answer your question. You can choose categories for your question, provide a description in your own words and upload any relevant files. Once you're happy with the details, you can click 'Next' to submit your enquiry.



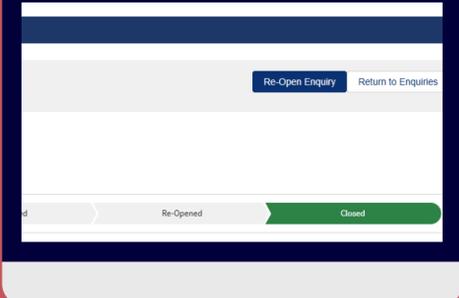
Track Your Enquiry

AskQM allows you to see the status of your enquiry and who is dealing with it, every step of the way. To view the status of your enquiry, return to the 'Home' tab and click 'view' under the enquiry you want to review. A progress bar is displayed, clearly showing the stage your enquiry is at. When you first submit your enquiry, the status will display as 'New', moving to 'In-Review' when your enquiry has been assigned to a member of staff. Your enquiry may be 'Handed-On' to another team for specialist guidance or it may be put 'On Hold' whilst the team is investigating or waiting for you to provide any requested information. Once your enquiry is resolved, it will be marked as 'Closed'.



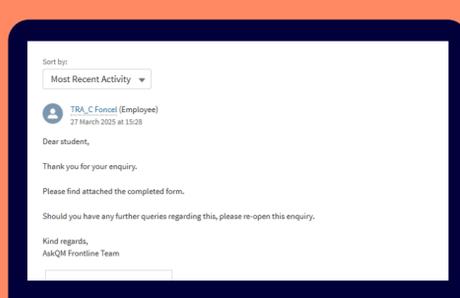
Re-Open Your Enquiry

You will be able to 'Re-Open' your enquiry if you need further information.



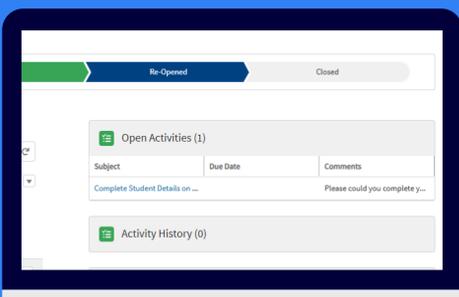
Most Recent Activity

The 'Sort by' field allows you to sort by 'Most Recent Activity' and you will be able to view all activity relating to your enquiry. This is where you will see the resolution to your enquiry, any updates or requests for additional information if we need further details from you.



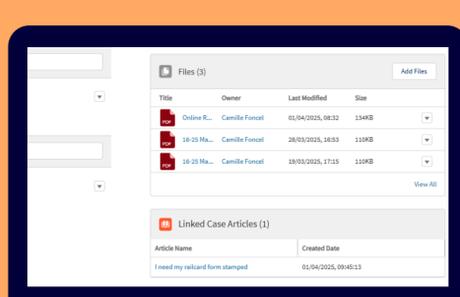
Your Activities

On the right-hand side, you will be able to view your 'Activity History' including any 'Open Activities' related to your enquiry. Under 'Open Activities', you will be able to view any outstanding tasks assigned to you, so you can keep track of what you need to complete to support us to resolve your query.



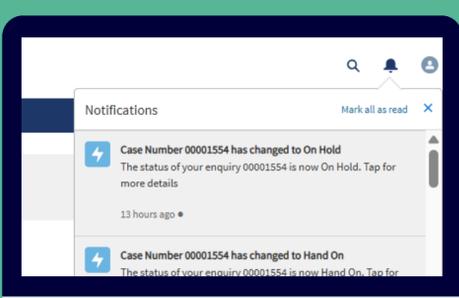
Files and Knowledge Articles

Under 'Files', you will be able to view all documents uploaded and under 'Linked Case Articles', you will be able to view any knowledge articles we've attached that are relevant to your enquiry.



Notifications

At the top of the screen, you can view the notification bell icon where you can see any notifications requiring your attention, giving you quick updates on your enquiries.



Queen Mary University of London

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

