

# Submit a Request Through AskDrexel

**Please Note:** *These instructions are intended to provide employees with basic information required to submit a request to AskDrexel. The screen shots are provided for general reference purposes only. Your computer screens may look slightly different depending on your access to the services contained within DrexelOne. However, the steps contained below are the same for all employees.*

Before submitting a request through AskDrexel, the following items should be routed as indicated below:

Travel Reimbursement Reports should be emailed directly to [travel@drexel.edu](mailto:travel@drexel.edu)

P-Card Allocation Reports should be emailed directly to [pcard@drexel.edu](mailto:pcard@drexel.edu)

Stop Payment Requests should be emailed directly to [acctpay@drexel.edu](mailto:acctpay@drexel.edu)

## Step 1. Access the DrexelOne portal

Use your internet browser to access the DrexelOne portal at <https://one.drexel.edu>. You will be taken to the DrexelConnect Multi-System Access log on page.

**Enter your DrexelOne Userid and Password**

Userid:

[Need to get a DrexelOne account?](#)

Password:

[Need help with your password?](#)

**Terms of Service**

This is a private system. Unauthorized access to or use of this system is strictly prohibited. By continuing, you acknowledge your awareness of and concurrence with the [Acceptable Use Policy](#) of Drexel University.

Unauthorized users may be subject to criminal prosecution under the law and are subject to disciplinary action under University policies.

**"Central Authentication System" is now DrexelConnect**

DrexelConnect is the new name for easy multi-system access. (The old name was Central Authentication Service. See our [FAQ](#) for more information on the name change or other questions on DrexelConnect.)

Connect at the left with your DrexelOne user-id and password. Once connected, you can access any DrexelConnect service - including DrexelOne, Drexel Learn, and BannerWeb - without entering your password again. When you logout of a service, your browser remains "connected" so that you can re-enter that service or access other ones without entering your password.

**Logout, Disconnect, Close and Quit Browsers To Protect Yourself**

As you finish with DrexelOne, Drexel Learn, BannerWeb, or other DrexelConnect services, you should sign out of those services. When you're fully done or leaving this computer, you should logout of services that are open in other tabs or windows then click the Disconnect button to prevent new sessions from being started without your password. For added protection, close all browser windows (and quit the browser if its menu bar is still visible), particularly if other people have access to this computer.

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[Need More Help?](#)  
Email, text chat, or call IRT.

**DREXEL UNIVERSITY**  
Information Resources  
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# Submit a Request Through AskDrexel

## Step 2. Log on to DrexelOne

Log on to DrexelOne using your e-mail user ID and password. If you have forgotten your password, click on the “Need help with your password?” link and follow the instructions.

**Enter your DrexelOne Userid and Password**

Userid:

[Need to get a DrexelOne account?](#)

Password:

[Need help with your password?](#)

**Terms of Service**

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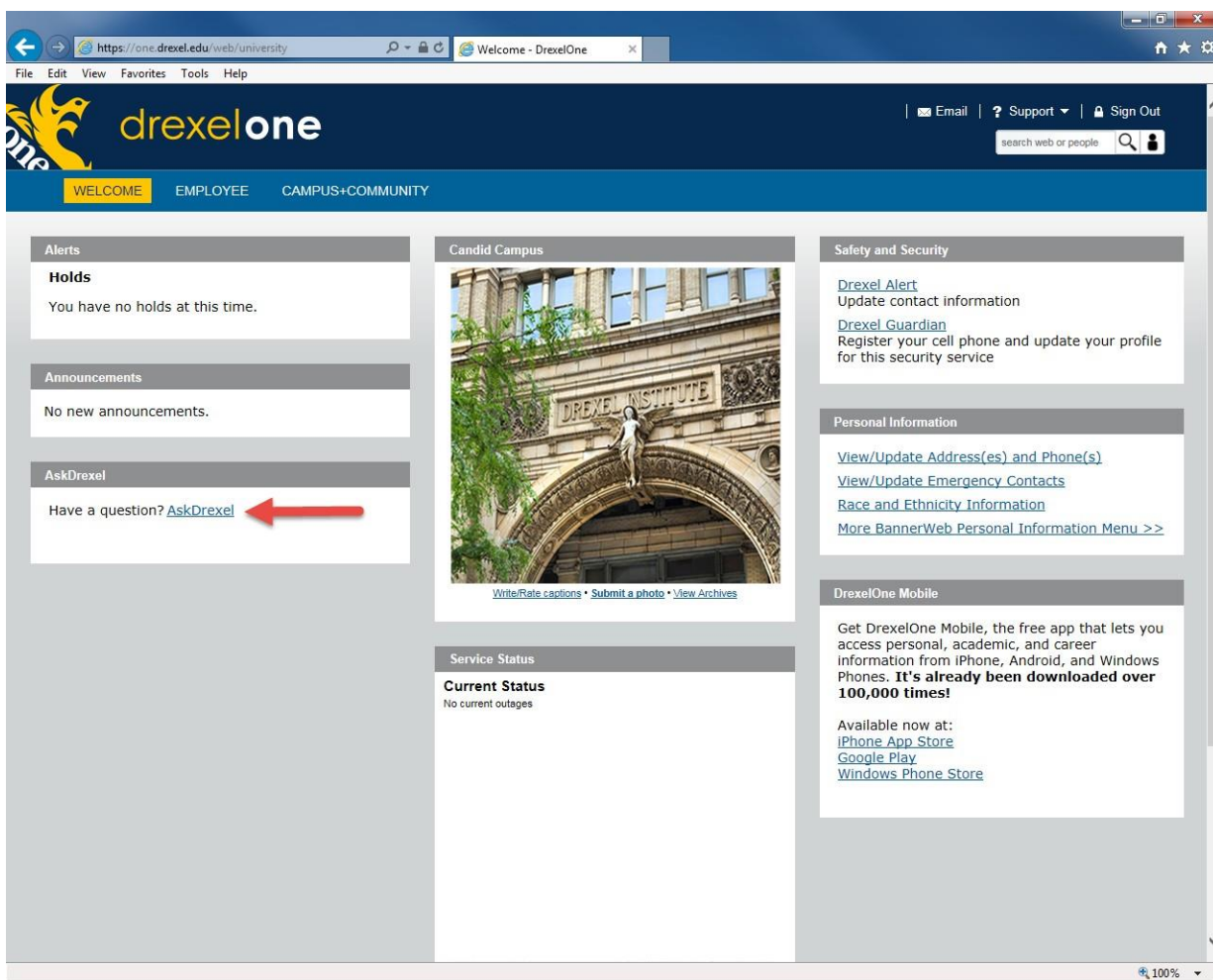
[Need More Help?](#)  
Email, text chat, or call IRT.

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and Technology

## Submit a Request Through AskDrexel

### Step 3. Click the AskDrexel Link

From the DrexelOne Welcome page, click on the “AskDrexel” link on the left side of the screen.



## Submit a Request Through AskDrexel

### Step 4. Search for an Answer to your Question

*To submit paperwork to an Administrative Department, skip to [step 6](#).*

On the AskDrexel screen using the “Answers” tab, you may search for an answer to your question. Our database of frequently asked questions provides answers and instructions that can assist you in resolving your request.

Type your question into the data entry box and click “Search”. AskDrexel will bring up a list of questions that match your input. If you see an appropriate response, click on the question to view its answer.



[AskDrexel Home](#) | [Drexel Home](#) | [Search](#)

A screenshot of the AskDrexel web application. At the top, there are three tabs: "Answers", "Ask a Question", and "My Stuff". The "Answers" tab is selected. Below the tabs is a search bar with the text "How do I log into SmartSource?". To the right of the search bar is a blue button labeled "Search", which is circled in red. Below the search bar, it says "Find the answer to your question". At the bottom right, it says "Results 1 - 10 of 102 for How do I log into SmartSource?".

### Step 5. Review your Answer

Review your answer and follow the instructions provided to assist you in your request. You may rate the answer provided in the feedback section below the answer.

If your request has been satisfied, you may log out of DrexelOne following the instructions in step 8.

If you were not able to find an answer to your question or if you require additional assistance, click on the “Ask a Question” tab.



[AskDrexel Home](#) | [Drexel Home](#) | [Search](#)

A screenshot of the AskDrexel web application. At the top, there are three tabs: "Answers", "Ask a Question", and "My Stuff". The "Ask a Question" tab is selected and circled in red. Below the tabs is a search bar with the text "How do I log into SmartSource?". To the right of the search bar is a blue button labeled "Search". Below the search bar, it says "Find the answer to your question". At the bottom right, it says "Results 1 - 10 of 102 for How do I log into SmartSource?".

## Submit a Request Through AskDrexel

### Step 6. Select a Topic

Select the topic of your request from the drop-down list. Click on the arrow next to a topic to expand the list of items available under that topic.



[AskDrexel Home](#) | [Drexel Home](#) | [Search](#)

[Answers](#) [Ask a Question](#) [My Stuff](#)

Submit a question to our support team.

Please choose the topic that most accurately reflects your inquiry. \*

Select a topic

▼ Procurement Services

▶ Accounts Payable

▶ Surplus

▶ Purchasing/Sourcing/CRCM

▶ Travel/Events and Expense

▶ PCard

▶ SmartSource

Diversity Program

▶ Employment and Benefits

▶ Administrative Services

Browse...

Continue...

[Answers](#) [Ask a Question](#) [My Stuff](#)

Submit a question to our support team.

Please choose the topic that most accurately reflects your inquiry. \*

Select a topic

▶ PCard

▼ SmartSource

Access/Role Requests

Ship-To Addresses

Shipments

Data Requests

Training

UPS Campus Ship

Terminations

Supplier Enablement/SetUp-Check Request

Doc U\I\ault

Browse...

Continue...

## Submit a Request Through AskDrexel

### Step 7. Enter your Question or Request

In the Question section of the AskDrexel form, enter your question or provide any additional information required to help us process your request.

**Please Note:** *If you enter an e-mail in the Response CC field, a copy of the receiving department's response to the AskDrexel submission will be sent to that e-mail address. However, only the original requestor will be able to reply to the incident by e-mail or view it in AskDrexel.*



[AskDrexel Home](#) | [Drexel Home](#) | [Search](#)

Answers

Ask a Question

My Stuff ▾

Submit a question to our support team.

Please choose the topic that most accurately reflects your inquiry. \*

Procurement Services  
SmartSource  
Training

▾

Response CC:

john.smith@drexel.edu

Question \*

Where can I find the training schedule for SmartSource training?

Attach Documents

Browse...

Continue...

## Submit a Request Through AskDrexel

### Step 8. Attach Documents

If you are submitting documents with your question or request, click on the “Browse” button in the Attach Documents section of the screen.

Locate the document you want to attach on your computer and click the “Open” button on the upload window.

Once it is attached, you will see the name of your document under the Attach Documents section.



[AskDrexel Home](#) | [Drexel Home](#) | [Search](#)

Answers

Ask a Question

My Stuff ▾

Submit a question to our support team.

Please choose the topic that most accurately reflects your inquiry. \*

Procurement Services

SmartSource

Training

▾

Response CC:

john.smith@drexel.edu

Question \*

Where can I find the training schedule for SmartSource training?

Attach Documents

Browse...

• Old Training Schedule.docx (11.13KB) [Remove](#)

Continue...

## Submit a Request Through AskDrexel

### Step 9. Submit your Request

When you have entered all of the information for your question or request and attached any documents required, click on the “Continue” button to submit your request.



[AskDrexel Home](#) | [Drexel Home](#) | [Search](#)

Answers

Ask a Question

My Stuff ▾

Submit a question to our support team.

Please choose the topic that most accurately reflects your inquiry. \*

Procurement Services

SmartSource

Training

▾

Response CC:

john.smith@drexel.edu

Question \*

Where can I find the training schedule for SmartSource training?

⬆

⬇

Attach Documents

Browse...

• Old Training Schedule.docx (11.13KB) [Remove](#)

Continue...

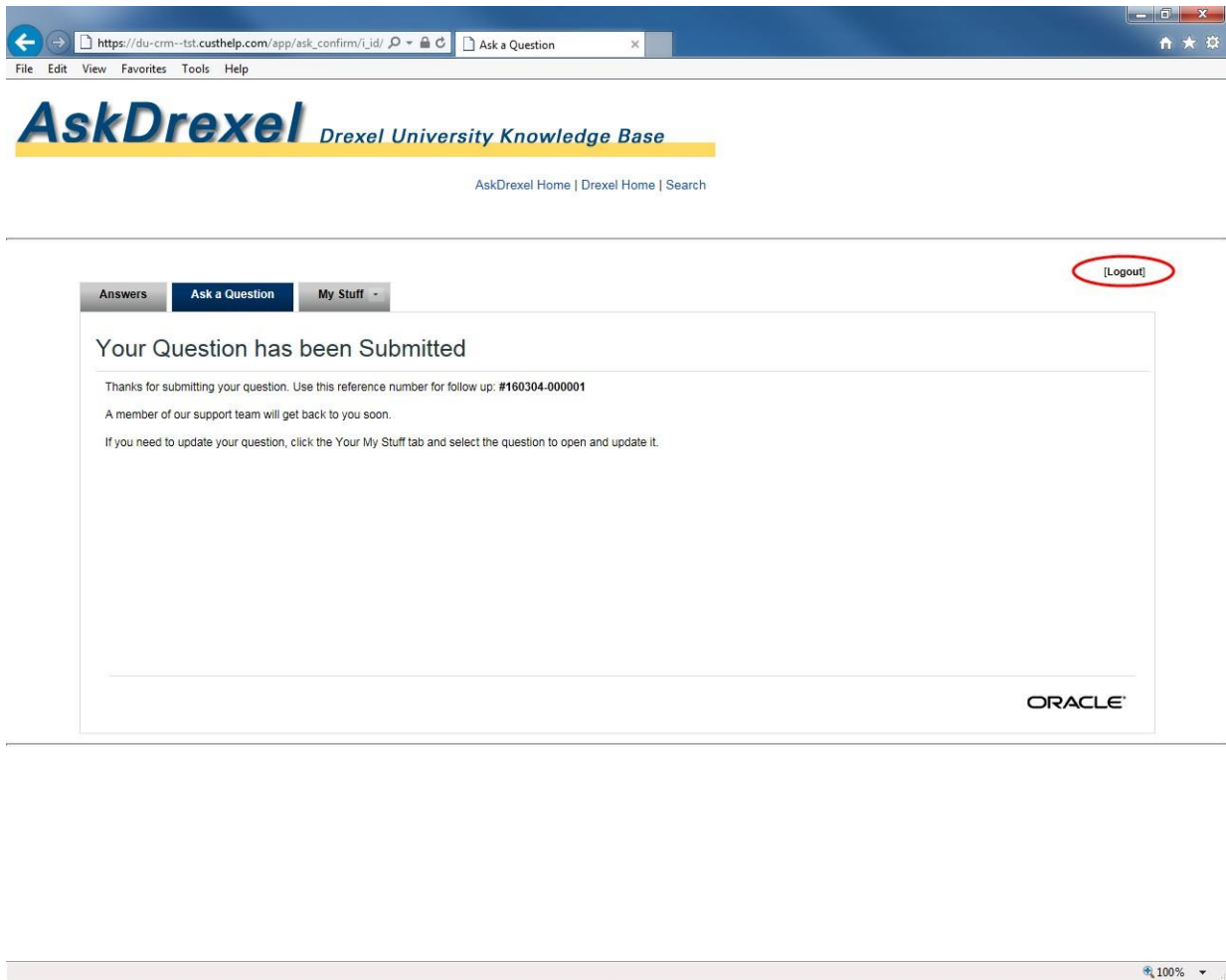


## Submit a Request Through AskDrexel

### Step 10. Receive Confirmation

You may receive a pop-up box as the database searches for a self-service answer to your request.

You will then receive an e-mail confirmation that your question has been submitted including a reference number and a link for providing additional information.



## Submit a Request Through AskDrexel

### Step 11. Log out of DrexelOne

Log out using the link in the upper right corner of the AskDrexel screen.

Disconnect from DrexelConnect Multi-System Access and close out of your browser when you are finished.

