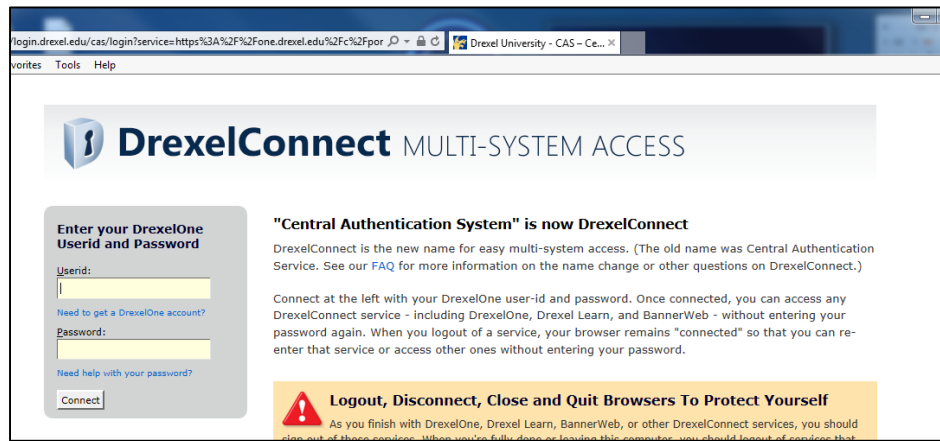


# Submit a Request Through AskDrexel

**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

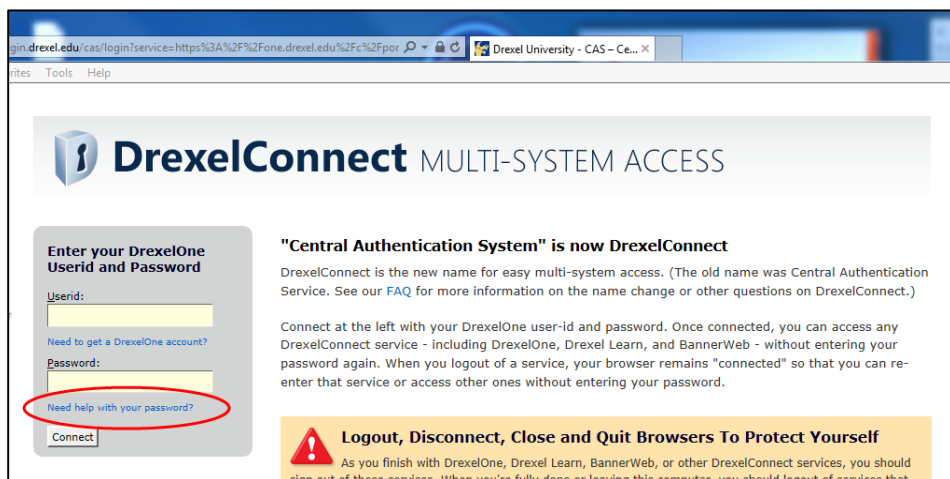
## Step 1. Access the DrexelOne portal

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.



## 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.

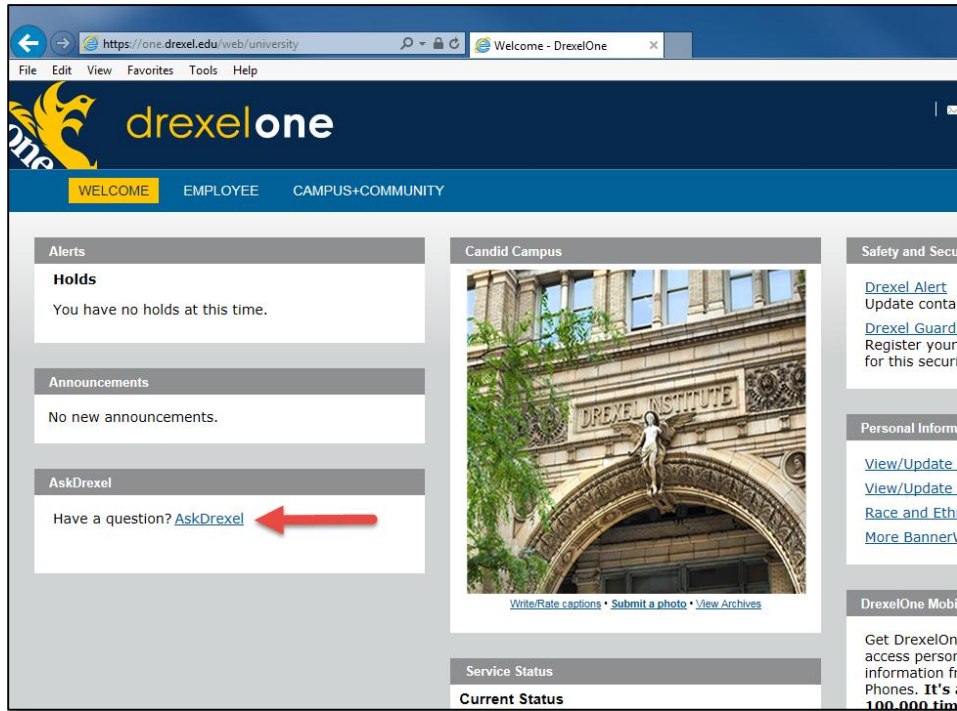


# Submit a Request Through AskDrexel

## 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

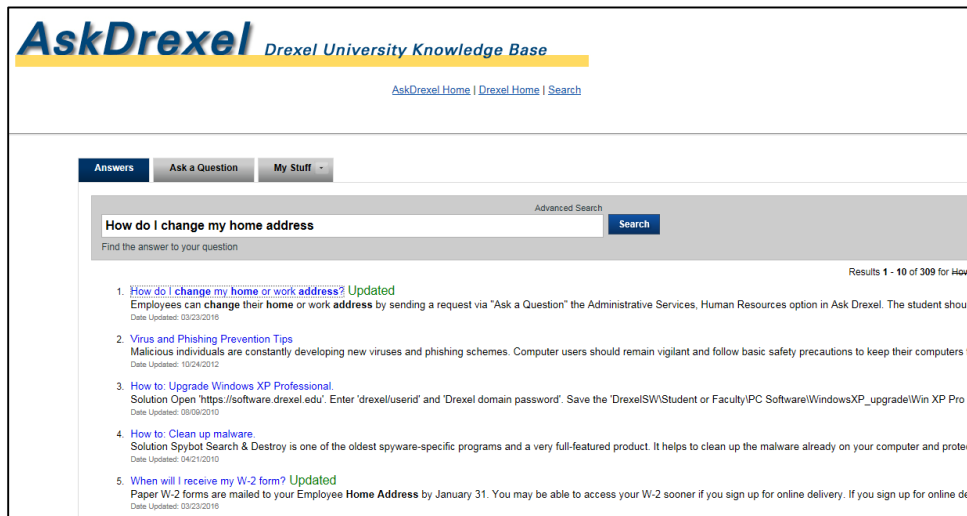
## Step 4.

### 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.



## Submit a Request Through AskDrexel

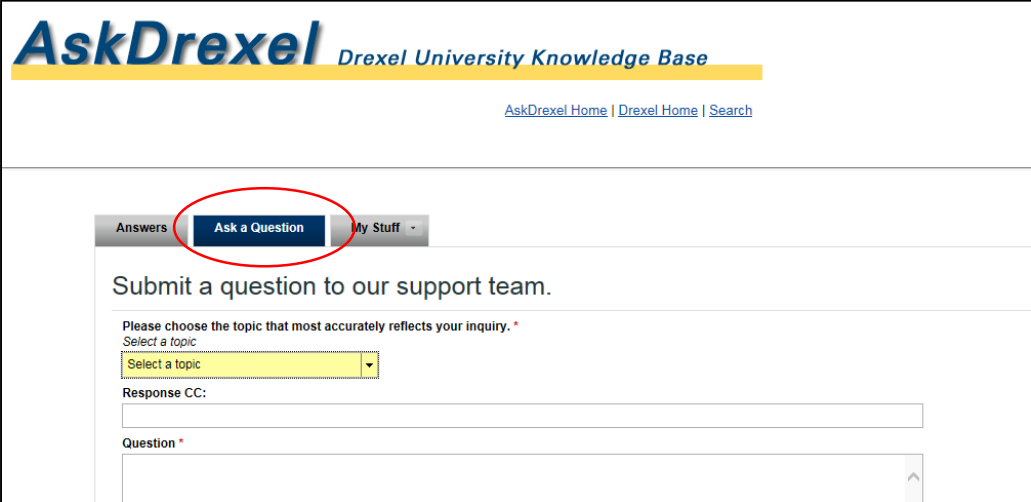
### Step 5.

#### 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 11](#).

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.



The screenshot displays the AskDrexel website interface. At the top, the logo "AskDrexel" is followed by "Drexel University Knowledge Base". Below this, there are navigation links: "AskDrexel Home", "Drexel Home", and "Search". A navigation bar contains three tabs: "Answers", "Ask a Question", and "My Stuff". The "Ask a Question" tab is highlighted with a red circle. Below the navigation bar, the text "Submit a question to our support team." is displayed. Underneath, there is a prompt: "Please choose the topic that most accurately reflects your inquiry. \*". This is followed by a dropdown menu labeled "Select a topic" with a yellow background. Below the dropdown is a text input field labeled "Response CC:". At the bottom, there is a text input field labeled "Question \*".

## 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. For example, many Human Resources, Benefits and Payroll items are listed under the Employment and Benefits topic.

**Please Note:** *If you are submitting confidential or personally identifiable information, please make sure that you have selected the appropriate topic. The topic selected directs your request to the receiving department and is critical for preventing your information from being misdirected. For example, employment-related requests should only be sent under the Employment and Benefits or Administrative Services topics for delivery to Human Resources and Payroll.*

AskDrexel Drexel University Knowledge Base

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. \*  
Please select an item under Employment and Benefits

Employment and Benefits

- Address/Name Changes
- Benefits
- Direct Deposit
- Dragon Drive
- Learning & Development
- New Hire Status
- Pay Check
- Payroll Taxes
- Time/Leave Reporting

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.*

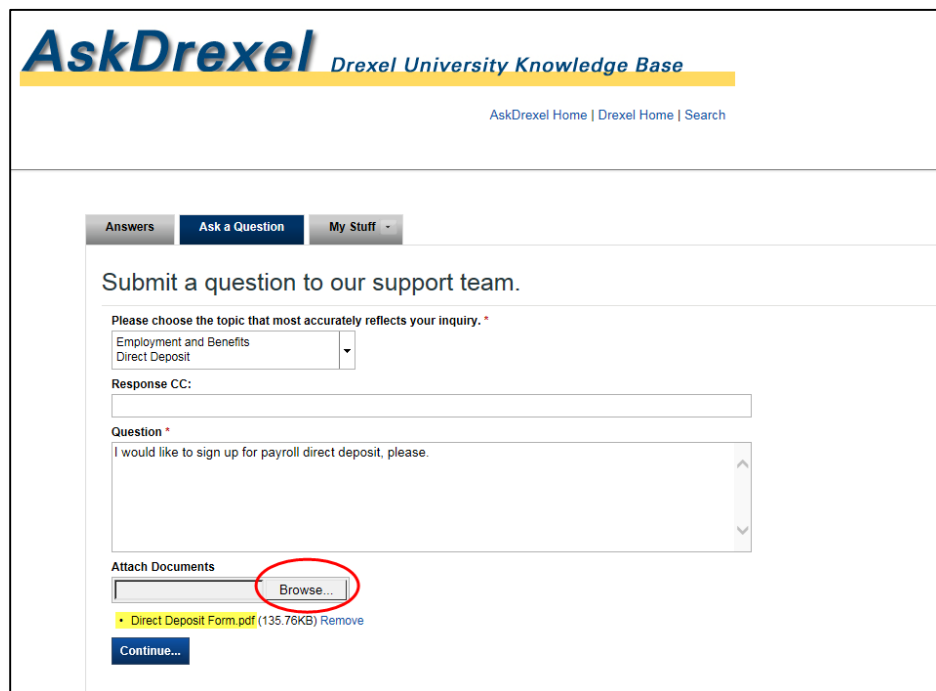
### Step 8.

#### 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.



The screenshot shows the AskDrexel interface. At the top, the logo "AskDrexel" is displayed next to "Drexel University Knowledge Base". Below the logo, there are navigation links: "AskDrexel Home | Drexel Home | Search". The main content area has three tabs: "Answers", "Ask a Question" (which is active), and "My Stuff". Below the tabs, the heading "Submit a question to our support team." is followed by a dropdown menu for selecting a topic, currently set to "Direct Deposit". Below this is a "Response CC:" text input field. The "Question" field contains the text "I would like to sign up for payroll direct deposit, please." Below the question field is the "Attach Documents" section, which includes a "Browse..." button circled in red. Below the button, a document "Direct Deposit Form.pdf (135.76KB)" is listed with a "Remove" link. At the bottom of the form is a "Continue..." button.

# 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** *Drexel University Knowledge Base*

[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. \*

Employment and Benefits  
Direct Deposit

Response CC:

Question \*

I would like to sign up for payroll direct deposit, please.

Attach Documents

Browse...

• Direct Deposit Form.pdf (135.76KB) Remove

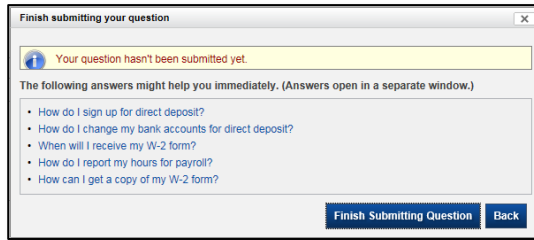
**Continue...**

## Submit a Request Through AskDrexel

### Step 10.

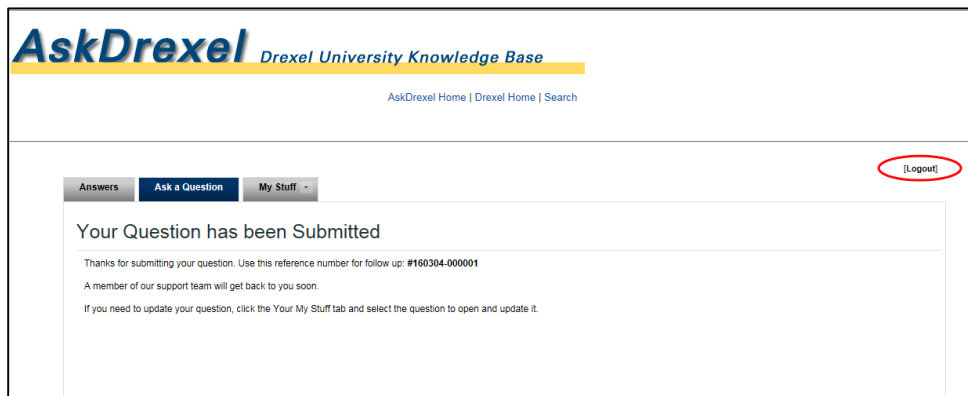
#### Receive Confirmation

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



If you see an answer to your question, you may click on it to view the answer. If not, you may continue submitting your question by clicking the “Finish Submitting Question” button.

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.



### 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.