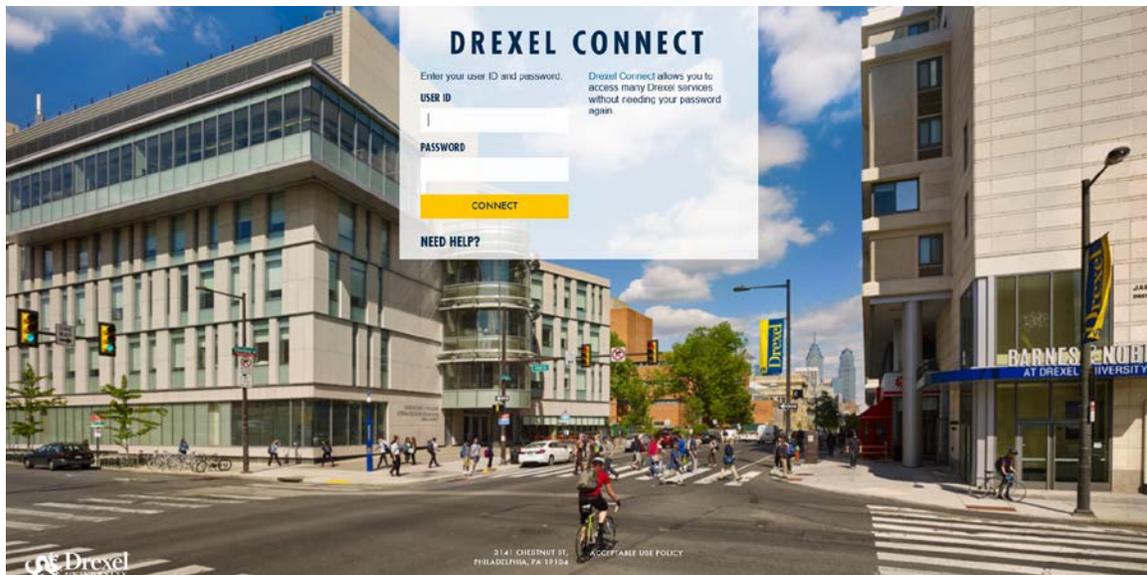


## Submit a Request Through AskDrexel

**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

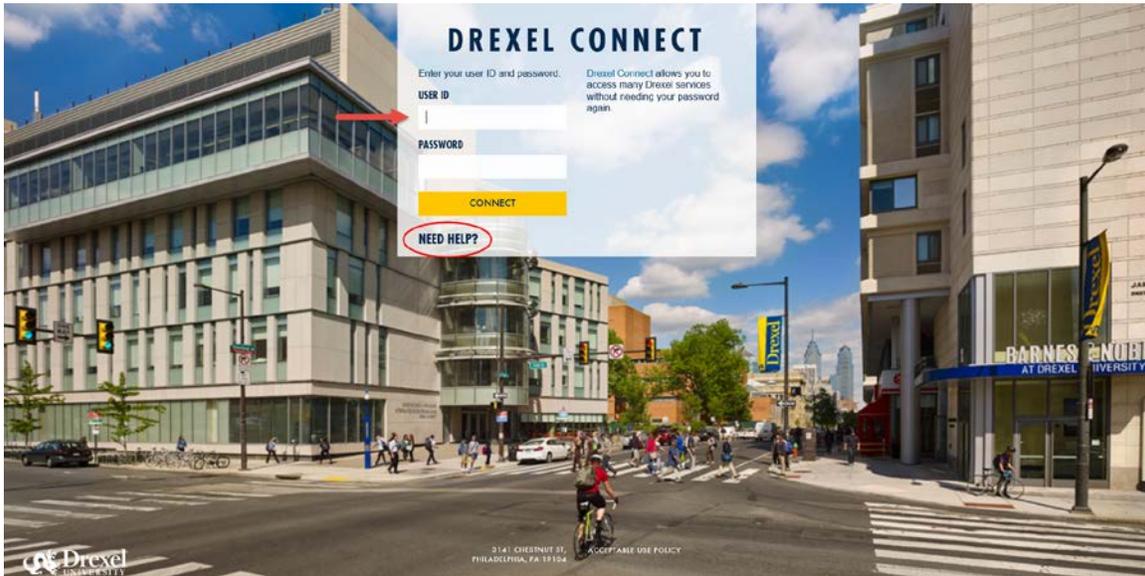
Use your internet browser to access the DrexelOne portal at <https://one.drexel.edu>. You will be taken to the log on page.



# Submit a Request Through AskDrexel

## Step 2. Log on to DrexelOne

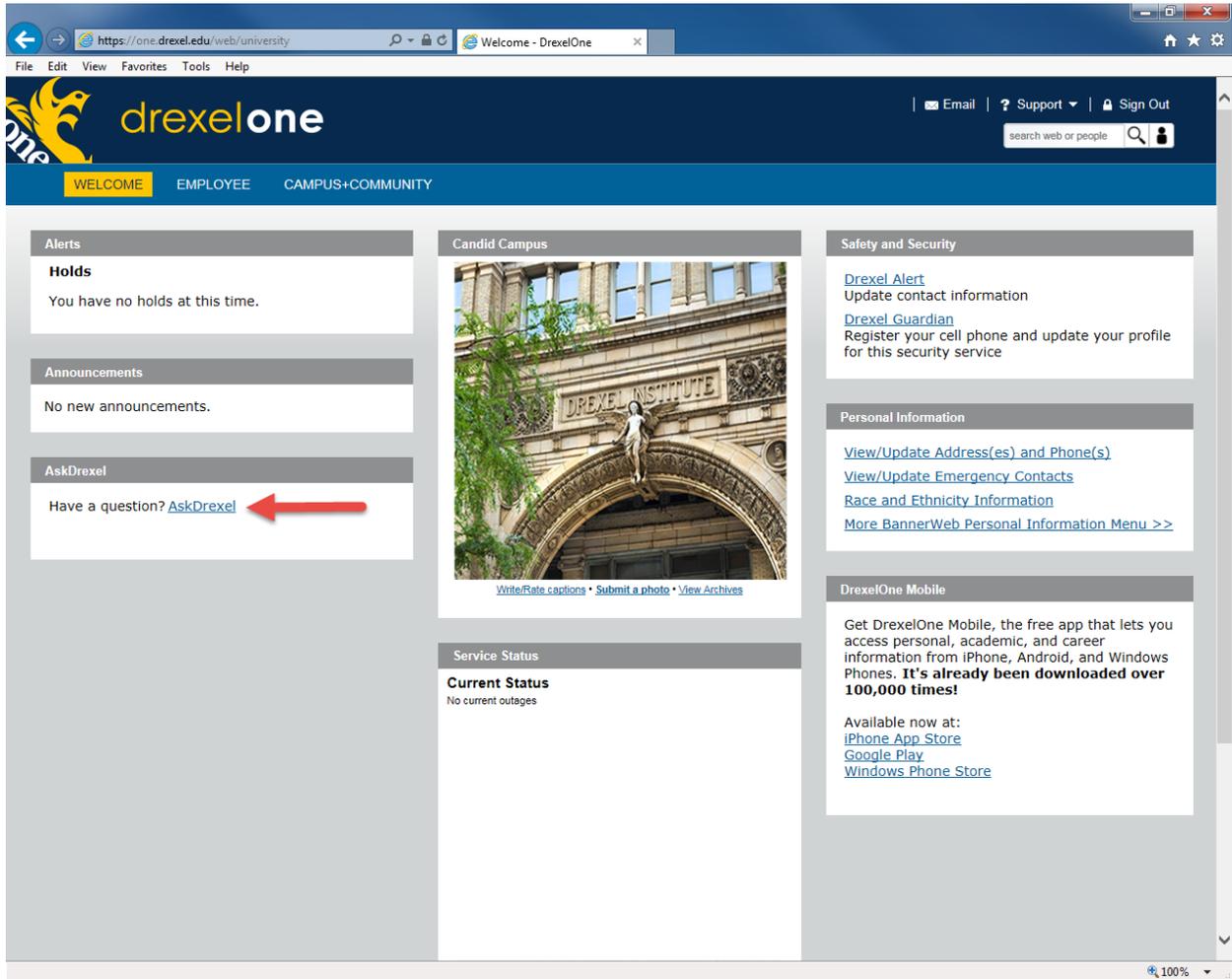
Log on to DrexelOne using your e-mail user ID and password. If you have forgotten your password, click on the “help” link and follow the instructions.



# 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.

The screenshot shows a web browser window displaying the AskDrexel website. The address bar contains the URL <https://du-crm--tst.custhelp.com/#s=eyJzZi05eYlNzYiOr>. The page title is "AskDrexel Drexel University Knowledge Base". The navigation menu includes "Answers", "Ask a Question", and "My Stuff". A search bar contains the text "How do I sign up for payroll Direct Deposit?" and a "Search" button is circled in red. Below the search bar, a list of search results is displayed, including questions like "How do I sign up for direct deposit?", "How do I change my bank accounts for direct deposit?", and "When will I receive my W-2 form?".

# 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 shows a web browser window displaying the AskDrexel website. The browser's address bar shows the URL: [https://du-crm--tst.custhelp.com/app/answers/detail/a\\_...](https://du-crm--tst.custhelp.com/app/answers/detail/a_...). The website header includes the AskDrexel logo and the text "Drexel University Knowledge Base". Below the header, there are navigation links: "AskDrexel Home | Drexel Home | Search".

The main content area features a search bar with the query "How do I sign up for payroll Direct Deposit?". Below the search bar, the search results show the title "How do I sign up for direct deposit?" with the following details: "Answer ID 3024 | Published 02/26/2016 12:18 PM | Updated 02/26/2016 03:44 PM".

The answer text reads: "Please submit a Direct Deposit Authorization form, available on the Payroll Department website at <http://www.drexel.edu/comptroller/about/forms/> to the Payroll Department for processing. Instructions for completing the authorization form are available at <http://www.drexel.edu/comptroller/payroll/instructions/>."

Below the answer, there is a feedback section titled "Did this answer your question?". It shows a rating of three stars (☆☆☆) and the text "Thanks for your feedback." followed by a green checkmark icon.

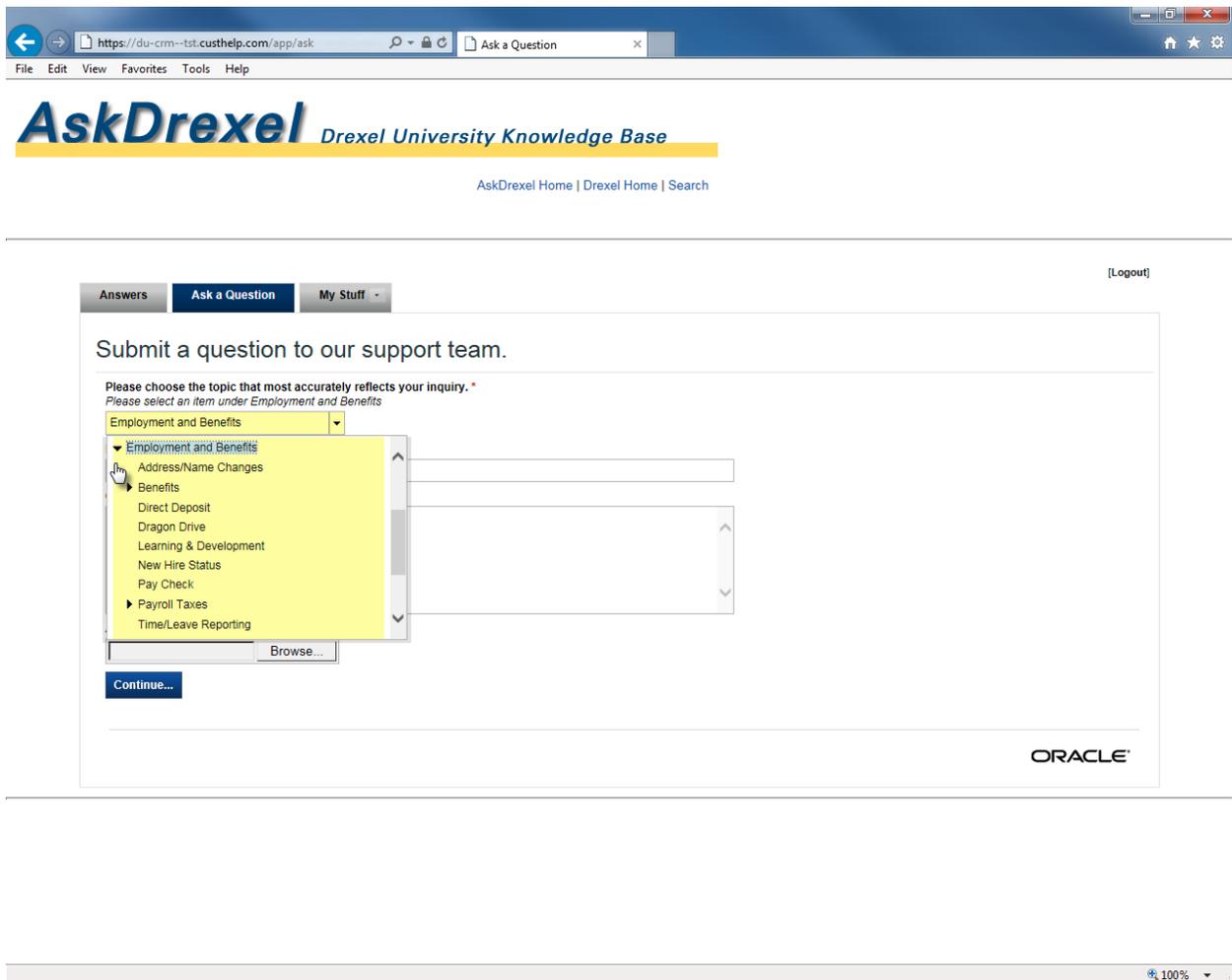
At the bottom of the page, there are social sharing options: "Share", "Print", "Email this page", and "Notify Me". The Oracle logo is visible in the bottom right corner.

# 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.*



# 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.*

The screenshot shows a web browser window with the URL <https://du-crm--tst.custhelp.com/app/ask>. The page title is "Ask a Question". The main heading is "AskDrexel Drexel University Knowledge Base". Below the heading are links for "AskDrexel Home", "Drexel Home", and "Search".

The main content area has three tabs: "Answers", "Ask a Question" (selected), and "My Stuff". A "[Logout]" link is in the top right corner.

The "Ask a Question" form contains the following elements:

- A heading: "Submit a question to our support team."
- A prompt: "Please choose the topic that most accurately reflects your inquiry. \*"
- A dropdown menu with "Employment and Benefits" and "Direct Deposit" options.
- A "Response CC:" label followed by an empty text input field.
- A "Question \*" label followed by a text area containing the text "I would like to sign up for payroll direct deposit, please." A red arrow points to this text area.
- An "Attach Documents" section with a file input field and a "Browse..." button.
- A blue "Continue..." button.
- The Oracle logo in the bottom right corner.

The browser's status bar at the bottom right shows a zoom level of 100%.

# 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.

The screenshot shows a web browser window with the URL <https://du-crm--tst.custhelp.com/app/ask>. The page title is "AskDrexel Drexel University Knowledge Base". Below the header, there are navigation tabs: "Answers", "Ask a Question", and "My Stuff". A "[Logout]" link is visible in the top right corner. The main content area is titled "Submit a question to our support team." and contains the following form elements:

- A dropdown menu for "Please choose the topic that most accurately reflects your inquiry." with "Employment and Benefits" and "Direct Deposit" as options.
- A "Response CC:" text input field.
- A "Question" text area containing the text: "I would like to sign up for payroll direct deposit, please."
- An "Attach Documents" section with a "Browse..." button circled in red. Below it, a document "Direct Deposit Form.pdf (135.76KB)" is listed with a "Remove" link.
- A "Continue..." button.

The Oracle logo is visible in the bottom right corner of the form area. The browser's address bar at the bottom shows the URL <https://ask.drexel.edu/> and a zoom level of 100%.

# 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.

Answers | **Ask a Question** | My Stuff - [Logout]

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...**

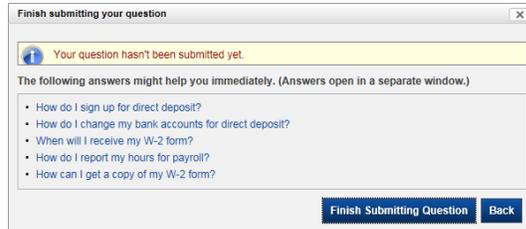
ORACLE

https://ask.drexel.edu/ 100%

## Submit a Request Through AskDrexel

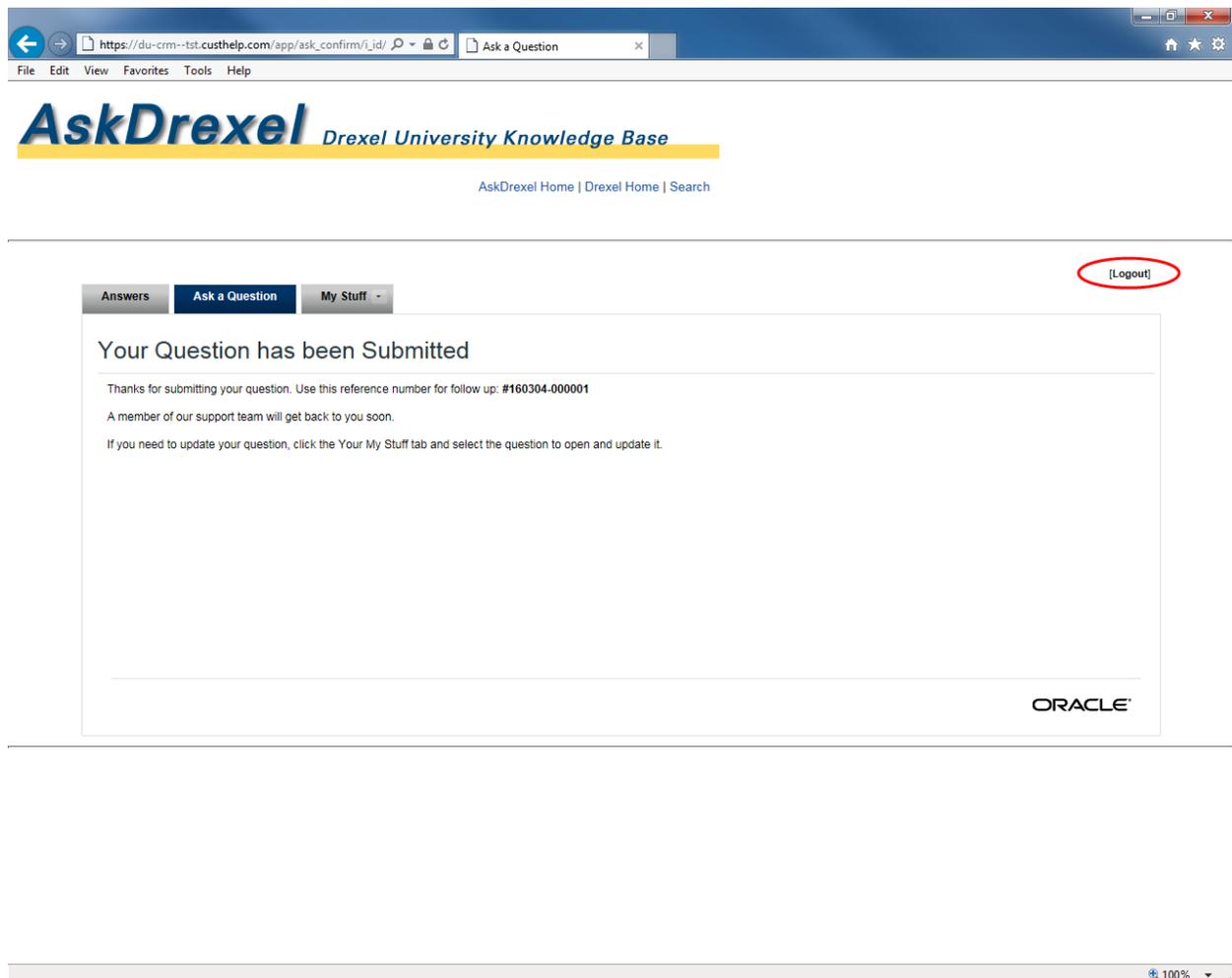
### Step 10. Receive Confirmation

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.



# 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 and close out of your browser when you are finished.

