## Logging an Enquiry

1. To log an enquiry in SID Online, log into the system using your university username and password at sid.exeter.ac.uk

EXETER 😝 DEV				😞 SID 🔫	ē
番 Home		Home			
My Profile					
📞 Enquiries	<	I want to			
Appointment	<				
? FAQs	<		check my appointments		
<		ask a question			
			book appointment		
		view my enquiry	view my profile		

- 2. Click on ask a question
- 3. Browse the FAQ headings, type a question or keywords into the search box

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<ul> <li>Home</li> <li>My Profile</li> </ul>		FAQs	Ask a Question search FAQs	My Enquiry track and update view, book, cancel
-			search PAQs	track and upbase view, book, cancer
<ul> <li>Enquiries</li> </ul>	<			My Profile
Appointment	<			profile and activity
? FAQs	~			
All FAQs				
Show Subscriptions		Search for an answer		
		pay my		Q Search
		Search FAQs for 'pay my'		
		My UniCard is broken/lost, how do I get a	replacement?	
		How can I access MyPGR? Do I still pay fees if I interrupt?		
		Do I still pay fees if I interrupt?		
		How can I pay my fees?		
		Accommodation	Career & Part-Time Work	UniCard
		Living in University residences Accommodation fees, insurance & welfare		Applying or replacing a UniCard Using your UniCard
		Changing room or residence		Unicard Barcode
		Private Accommodation - Finding a house or room		
		Private Accommodation - Tenancy information		

- 4. You can access the black **Log enquiry** button at all points through the FAQs, including on the FAQ headings page
- 5. If you click log enquiry from within an FAQ, the category will be automatically selected If you don't, select a category. You can either scroll through or you can start typing to find a category. (see below)

Enquiries	Ask a Question       My Enquiry       My Appointments         search FAQs       With the search factor of the sear
Please select a category for your enquiry	
Categories how	۵
How and when to pay How Do I?	

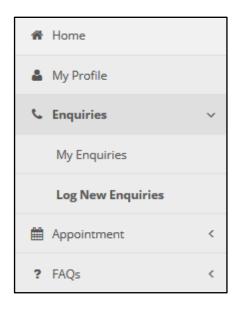
## 6. Answer any questions that are presented, then type a summary of the enquiry into the message box.

	Please supply answers to the following questions:
	More details can be found on our How To Pay Website
	How would you like to pay? *
	Online (Debit card or credit card)
	Over the phone
	UK Cheque
	🗖 International Bank Draft
	Bank Transfer (Home or International)
	In Person
	Western Union Business Solutions
	Recurrent Card Payment
	Other
	Message *
Ì	How do I?
į	Drop Files Here
į	
Ì	
	+ Add Files
	Send

- 7. Add any files either using the green **Add Files** button or use drag and drop.
- 8. Click Send
- 9. You are then returned to the enquiry summary page where you can update or close your enquiry (if you no longer need a reply or have resolved your issue) and attach any further documents.

1.4	- Encloses - How and when to pay operating (001094421 Tr		_
M	ly Enquiries > How and when to pay enquiry [001094435] 🛪		
	Category: <b>How and when to pay</b> Status: <b>OPEN</b> - Service Level Agreement Status: <b>GREEN (active)</b> , total working time since logged: 0 working minutes. Time remaining: 90 hours. Logged: <b>31/03/2017 10:08:23</b> by (800050896), , srs-admin@exeter.ac.uk Last Action: <b>03 Log an enquiry and assign to adviser</b> Adviser: <b>SID Team</b>		
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\$			
	Log an enquiry and assign to adviser Friday 31/03/2017 10:08		
	Question 2: How would you like to pay? Other		
	How do I?		
U	pdate this enquiry		
	To update your enquiry simply enter your message below, select the action that best describes your update, and click 'Send'		
1			
	elect an action	~	
	our message *		
		.#	
-			
	Drop Files Here		
	🕇 Add Files		
	Send		~

10. You can update your enquiry by replying to the email you will receive, you can click **My Enquiry** on the coloured tiles, or you can click **My Enquiries** from the menu on the left hand side.



Ask a Question	My Enquiry	My Appointments
search FAQs	track and update	view, book, cancel
		<b>My Profile</b> profile and activity