

Use this task to submit an inquiry to UCPath Center via the UCPath website.

**Dashboard Navigation:**

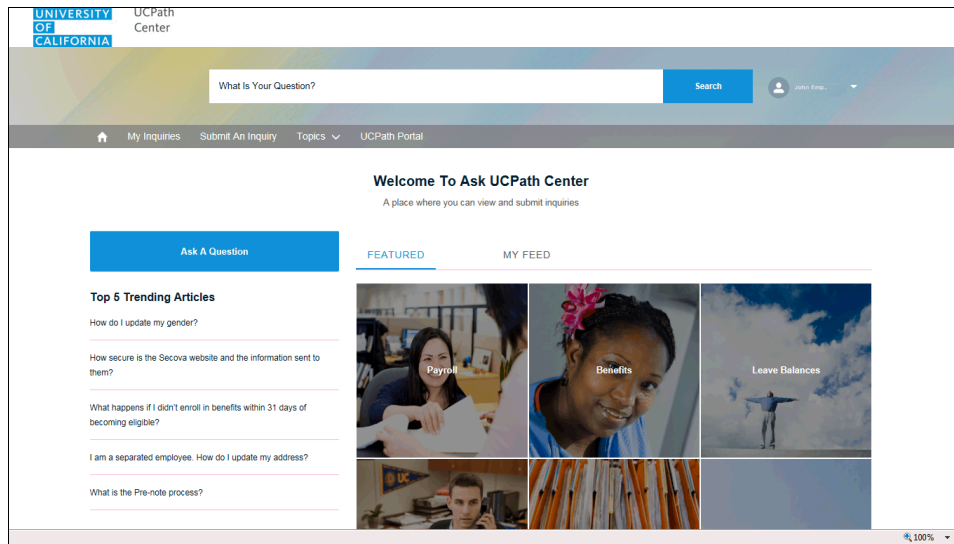
**Ask UCPath Center**

*or*

**Menu Navigation:**




Help / FAQ > **Ask UCPath Center**

**Note:** This example uses sample images as seen on a computer. Sample images appear differently on a tablet or smartphone, but the steps remain the same.



Step	Action
1.	<p>The <b>Welcome To Ask UCPath Center</b> page appears. The <b>Submit An Inquiry</b> option appears as a link at the top of the page.</p> <p>Click the <b>Submit An Inquiry</b> link.</p> <div data-bbox="391 1413 659 1482" style="border: 1px solid gray; background-color: #ccc; padding: 5px; display: inline-block; margin: 10px 0;">Submit An Inquiry</div>

The screenshot shows the UCPath Center 'Submit Inquiry' page. At the top, there is a search bar and a user profile icon. Below the search bar is a navigation menu with 'My Inquiries', 'Submit An Inquiry', 'Topics', and 'UCPath Portal'. The main content area is divided into two columns. The left column is titled 'Submit Inquiry' and contains four form fields: 'Topic' (a dropdown menu with '--None--' selected), 'Category' (a dropdown menu with '--None--' selected), 'Subject' (a text input field), and 'Description' (a larger text input field). To the right of the 'Topic' field is a blue 'Submit Inquiry' button. The right column is titled 'Need Answers Fast?' and contains a list of article links with dates, such as 'How secure is the Secova website and the information sent to them? Sep 27, 2017'.

Step	Action
2.	In this example, enter a payroll inquiry to ask when your direct deposit begins.  Click the button to the right of the <b>Topic</b> field.  
3.	Choose the topic area associated with your inquiry.  In this example click the <b>Payroll</b> list item.  
4.	Click the button to the right of the <b>Category</b> field.  
5.	A list of categories associated with the selected topic appears. Choose the category associated with your inquiry.  For this example, click the <b>General Inquiry Payroll</b> list item.
6.	Click in the <b>Subject</b> field.
7.	Enter the desired information into the <b>Subject</b> field. For this example, enter <b>Direct deposit start date?</b>
8.	Click in the <b>Description</b> field.
9.	Enter the desired information into the <b>Description</b> field. For this example, enter <b>Only one of my two...</b>

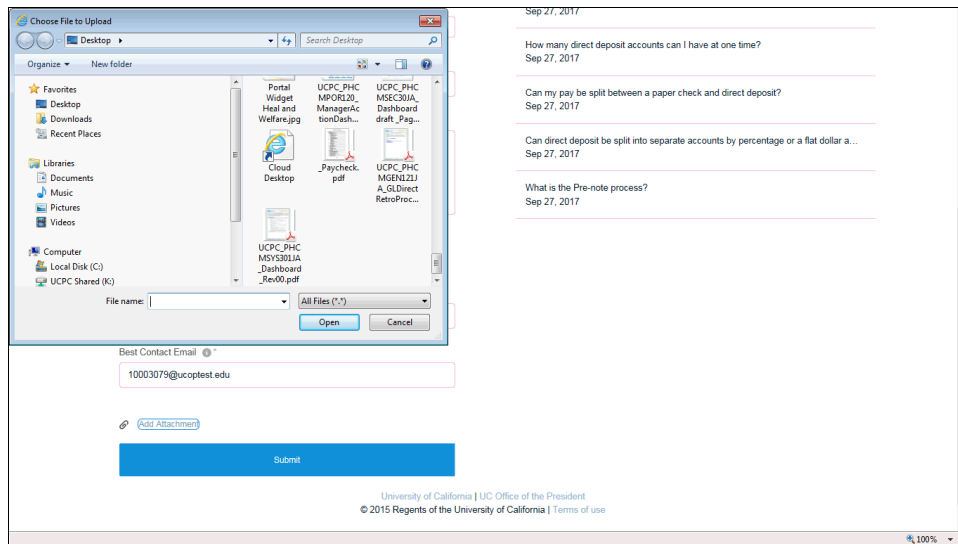
The screenshot shows the UCPath Center 'Submit Inquiry' page. The 'Topic' dropdown is set to 'Payroll' and the 'Category' dropdown is set to 'General Inquiry Payroll'. The 'Subject' field contains 'Direct deposit start date?'. The 'Description' field contains the text: 'Only one of my two active direct deposits happened on my last check. Why didn't the direct deposit to my savings account happen?'. To the right, there is a 'Need Answers Fast?' section with a list of articles, including 'What happens if I lost or did not receive my direct billing statement?' and 'How do I adjust my accrual rate while on ERIT? / I am still accruing vacation/sick...'. The page has a search bar at the top and navigation links like 'My Inquiries', 'Submit An Inquiry', and 'Topics'.

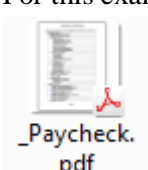
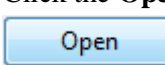
Step	Action
10.	In this example, the full <b>Description</b> was completed on your behalf.  Click the scroll bar.

This screenshot shows the 'Submit Inquiry' form scrolled down. The 'Requested By' field is set to 'Employee'. The 'Best Contact Phone Number' field is empty. The 'Best Contact Email' field contains '10003079@ucopstest.edu'. There is an 'Add Attachment' link and a 'Submit' button at the bottom. The footer of the page reads 'University of California | UC Office of the President © 2015 Regents of the University of California | Terms of use'.

Step	Action
11.	Notice that the <b>Requested By</b> field defaults to <b>Employee</b> , which means you are submitting a request on your own behalf.
12.	Click in the <b>Best Contact Phone Number</b> field.
13.	Enter the desired information into the <b>Best Contact Phone Number</b> field. For this example, enter <b>951-555-2323</b> .

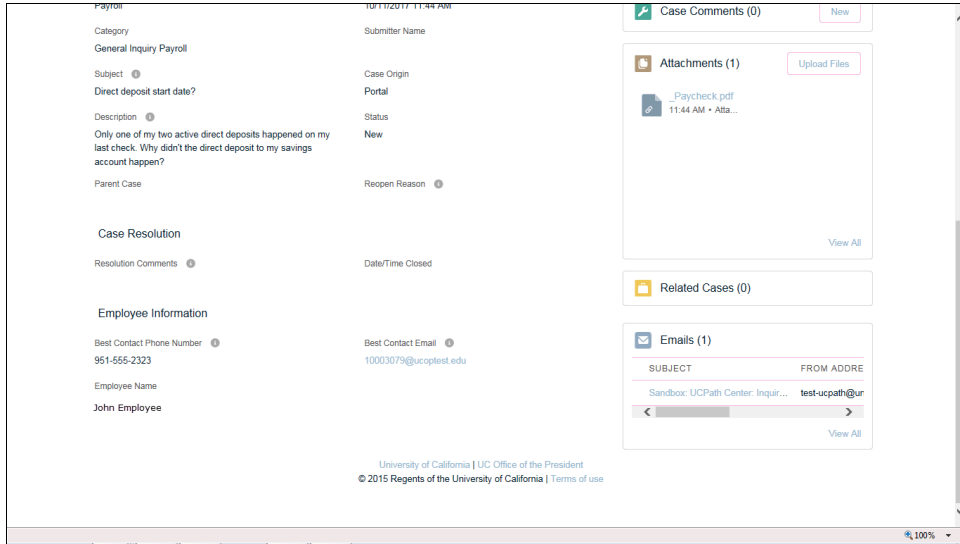
Step	Action
14.	The email automatically defaults from your Salesforce record. You can override the email by clicking in the <b>Best Contact Email</b> field and entering a new email address.  In this example the default email is the best contact email.
15.	You can attach only one desk file during initial entry of your inquiry, but you can attach unlimited files after submitting.  Accepted formats includes MS Office suite, PDF, JPG, TIFF, PNG or WAV.
16.	Click the <b>Add Attachment</b> link.  <a href="#">Add Attachment</a>



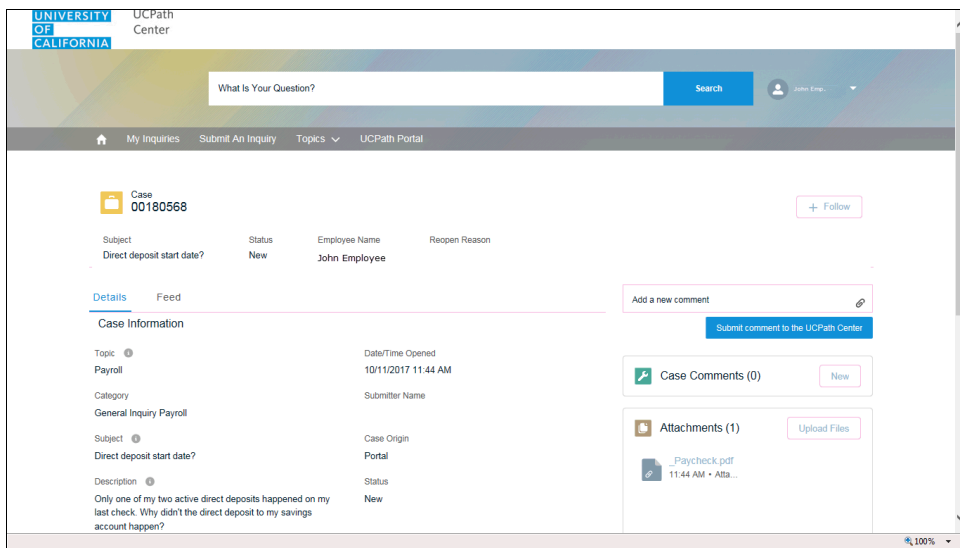
Step	Action
17.	Navigate to the document you want to attach. In this example, the document is located on the desktop.
18.	For this example, click the <b>_Paycheck.pdf</b> list item.  
19.	Click the <b>Open</b> button.  

Step	Action
20.	The file name appears in the <b>Attachments</b> box.
21.	Click the <b>Submit</b> button.

Step	Action
22.	A case number was assigned to the inquiry. You can review the inquiry in the <b>Details</b> section.
23.	<b>Comments</b> can be added to the case and then reviewed in the <b>Case Comments</b> section. Because this is a new inquiry, no comments appear yet.
24.	Existing attachments can be reviewed and new attachments can be added in the <b>Attachments</b> section.
25.	Click the scroll bar.



Step	Action
26.	Related inquiries can be reviewed in the <b>Related Cases</b> group box. No related cases exist for this new inquiry  Public email messages associated with the case can be reviewed in the <b>Emails</b> section.
27.	Click the scroll bar.



Step	Action
28.	The status of a case updates throughout the life of the case. This helps to provide an indication of what is happening with the case. For example, this new inquiry displays the status <b>New</b> .

Step	Action
29.	You have submitted an inquiry to UCPath Center via the UCPath website. <b>End of Procedure.</b>