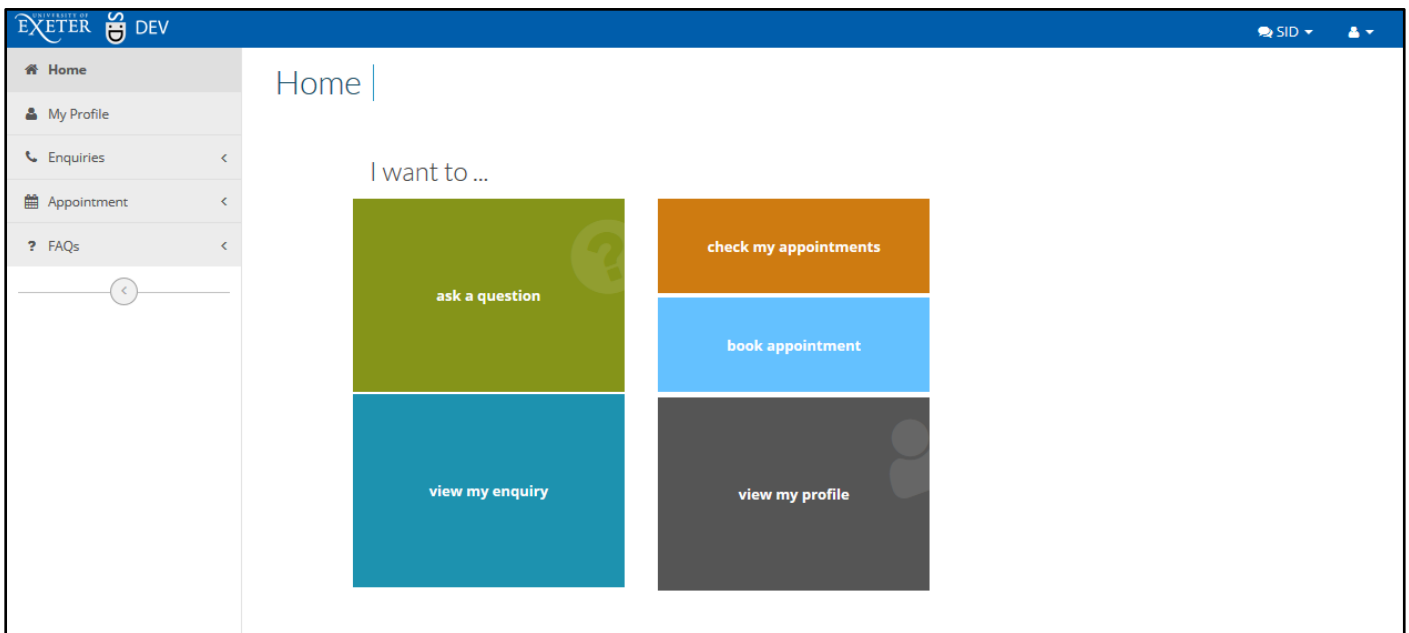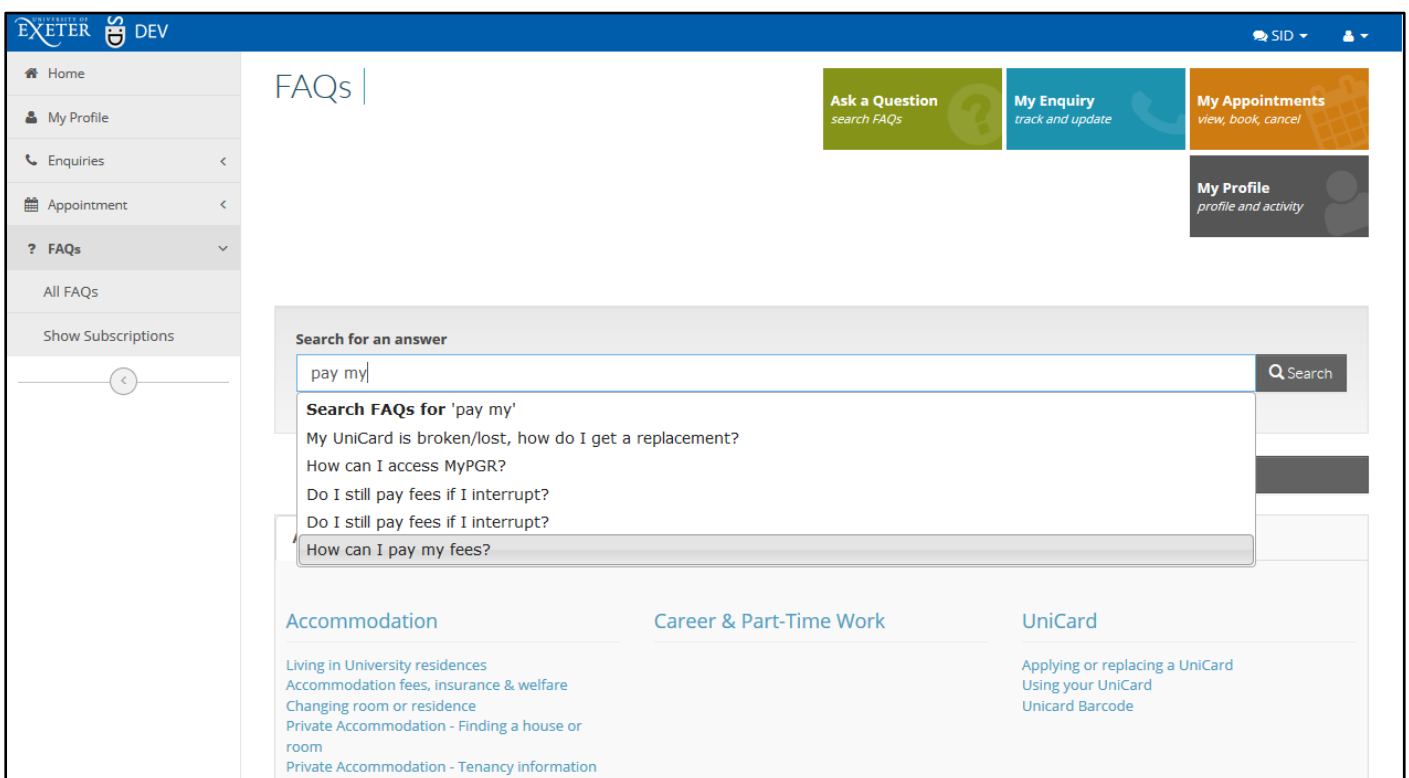# Logging an Enquiry

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

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

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)

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

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.

Category: **How and when to pay**
Status: **OPEN** -
Service Level Agreement Status: **GREEN (active)**, total working time since logged: 0 working minutes. Time remaining: 90 hours.
Logged: **31/03/2017 10:08:23** by (800050896), , srs-admin@exeter.ac.uk
Last Action: **03 Log an enquiry and assign to adviser**
Adviser: **SID Team**

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....?

Update this enquiry

To update your enquiry simply enter your message below, select the action that best describes your update, and click 'Send'

Select an action

Your next action...

Your 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.

🏠 Home

👤 My Profile

📞 Enquiries ⌄

    My Enquiries

    Log New Enquiries

📅 Appointment ‹

? FAQs ‹

Ask a Question
search FAQs

My Enquiry
track and update

My Appointments
view, book, cancel

My Profile
profile and activity