AskTom
To the right of the service request menu, you will see popular AskTom Articles.

1. Click on the View AskTom Articles tile located to the left portion of the screen. You can also search by typing your words into the search field.
2. Next, type your question in the text field located in the upper left-hand corner of the page below the umTech Service Desk logo. Once you have clicked search, the data base will retrieve any articles that may pertain to key words in your search. Possible answers will automatically populate the View AskTom Articles window.
3. When you click on the article, a new window will appear with the full question and answer in the article.

Note: To print the article, click on the printer icon located at the top right-hand corner of window.

4. At the bottom of the article window, you can also (A) Rate the article, (B) Enter comments or feedback, (C) State yes or no to the whether the article met your need, and (D) Click Submit, to submit your feedback.
Asking an AskTom Question
To ask a new question, click on Common Service Requests located to the right side of the Self Service landing page. There will be a list of Common Service Requests and Popular AskTom Articles.

1. Click on AskTom Question.

2. (A) Type your question in the provided field. Select (B) Impact, (C) Urgency, (D) provide Call Back Number, and (E) Add Attachment if you think it is necessary. (F) When you have completed asking the question, click Submit.
Once you have submitted your question you will receive this message:

![Service Request 00098237]

Thank you! Your service request has been submitted.

When the question is submitted, it will be added to a service desk ticket and the answer emailed to you.
Using AskTom Chat

1. To begin using chat, click on the AskTom Chat tab located at the bottom right corner of the window.
2. Next, you will see the chat window. Type your question or describe your issue in the text field, then click **Start Chat** to begin a chat session with a member of the service desk.

![AskTom Chat](image1)

Note: If no one is available to chat, you will receive this message:

![AskTom Chat](image2)
3. Once you have started the chat session, the next window to appear will be a response from a Service Desk representative. If you would like to attach a screen shot of your technical issue, you may do so by clicking on the paperclip icon located at the bottom right of the chat window.

Next, you will be greeted by a service desk representative.
Once you are satisfied that the chat session is complete, close the chat by clicking on the X in the upper right hand corner of the chat window. When you close the chat you will get the following window:

![Close window](image)

If you want to continue with the chat, click No; if you are ready to finish and complete the chat, click Yes. When the chat session closes, your chat transcript will be added to a service desk ticket and emailed to you.