

Financial Services Support Center

Date: 04/17/2010

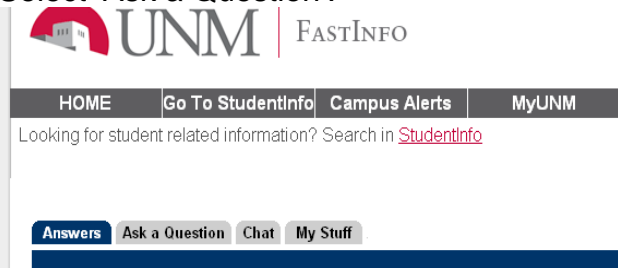
**How to Ask a Finance Question or
Chat in FastInfo
FSJA-038**

FastInfo is a web based program used to find answers to common questions. To search in FastInfo use basic find rules, entering either an entire question or key words. If the search does not provide an answer, submit an 'Ask A Question' (AAQ) or 'Chat' through FastInfo.

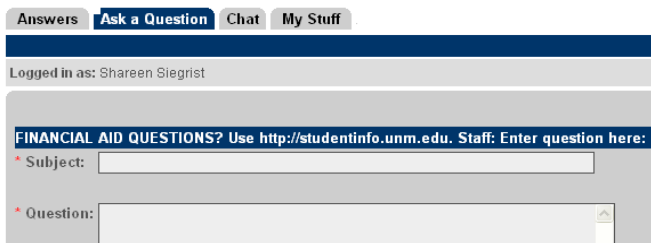
1. There are several places you can login to FastInfo:
 - **DO NOT SELECT STUDENTINFO**
 - Fastinfo.unm.edu
 - Go to my.unm.edu and select FastInfo (look for a red block named FastInfo).
 - On UNM's main page in the top corner.
 - On a UNM Department's webpage look for the word FastInfo. Usually in the toolbar.

****ASK A QUESTION****

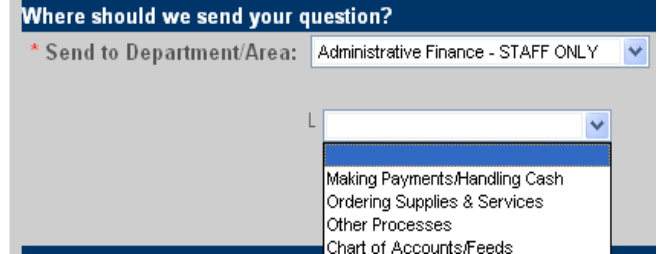
1. Select 'Ask a Question'.



2. Select 'I am employed at UNM or UNM Hospital' and log in:
3. In the Subject enter a few descriptive words.
4. In Question enter a detailed question.



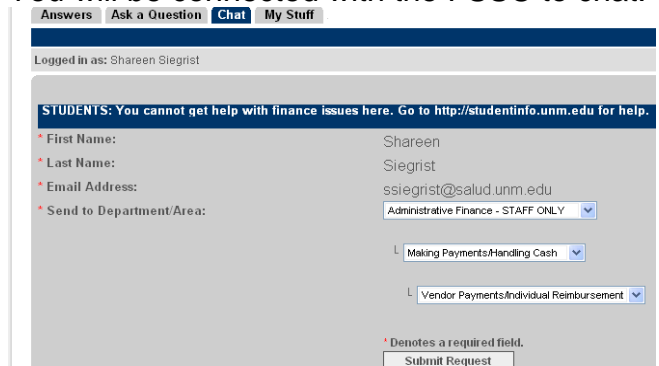
5. In Department/Area: select Administrative Finance. The category selected routes the question to the correct Support Center.
6. Narrow the search by selecting the second sub-category.
7. Narrow the search further by selecting a third category.



8. If needed, attach a screen shot or document if it applies to your question.
9. Based on key words, the system will pick out some possible answers to the question. If these answers do not provide the correct answer, select Finish Submitting Question and it will go to the Financial Services Support Center (FSSC).
10. The question is submitted and a reference number will be provided. This is your tracking number.
11. You will receive an email from "UNM Support" UNM@custhelp.com.
12. The FSSC will send an answer to the question.
13. If the answer provided does not answer your question, please respond to the email with further questions.

****CHATTING****

1. Select Chat
2. Fill in your information
3. Select Administrative Finance
4. Select Submit Request.
5. You will be connected with the FSSC to chat.



End