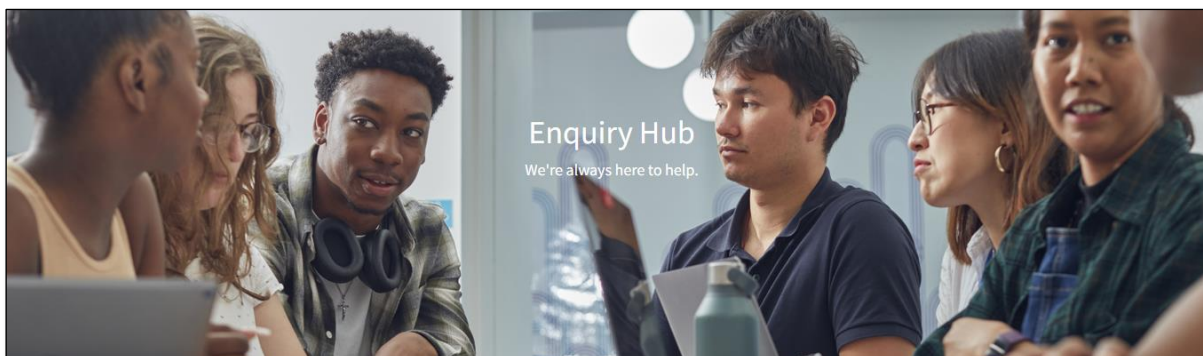# University of London Enquiry Hub

Contents

1.0   Introduction: New Enquiry Management System

The University of London is transitioning to a new enquiry management system.

The new system will provide an improved and more efficient service for enquiries.

From student feedback, improving our enquiry service was a top priority and it is at the forefront of our strategic plans to improve the student experience.   The new system will help to improve the speed and quality of our responses to enquiries.

The new enquiry management system will offer an improved user experience with an easy-to-use design and strong case management capabilities.

The system will support staff at the University of London in handling more complex enquiries that require follow-up questions to resolve.

The new system allows the University of London to set targets for service standards using data from its reporting functions to ensure that we communicate when enquirers/Students can expect an enquiry to be resolved.

During the transition period to the new system, enquirers/Students can continue to use the current enquiry management system. Once the transition has taken place, enquirers / Students will still have access to existing enquiries through the Student Portal for a limited time. If Students wish to keep a record of existing enquiries, it is recommended that enquiries are saved offline.

2.0   The University of London Enquiry Hub

The **Enquiry Hub** page will be presented in the similar manner to the example shown below.

Four areas of the screen will be presented as '**Find answers**' (to search the knowledge base), '**Make an enquiry**' (to raise an enquiry) '**Interested in distance learning**' to join a mailing list to receive course information and '**Interested in SAS postgraduate programmes**' to receive informaotin about humanies degrees at the School of Advanced Study.
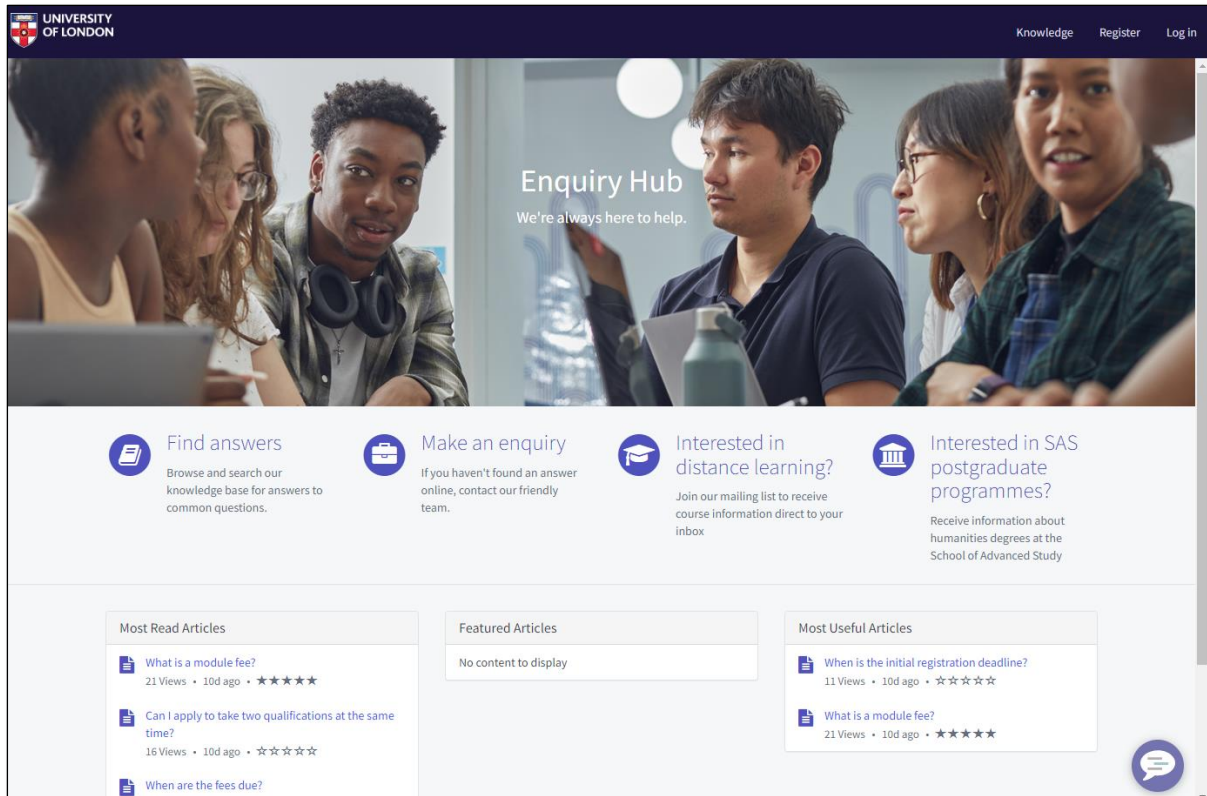
Towards the upper right of the screen, three menu options will be presented:

- **Knowledge**   Enables a user to search knowledge articles for answers to common questions.

- **Register**   Prior to logging an enquiry, a **new** user (who is not a previously registered or current student) will need to register. The **Register** menu presents a registration screen (*as shown overleaf*).

- **Log in**   To Log into the UoL Enquiry Hub.

## 2.1   Logging into the Enquiry Hub (Current Students)

Current students

Your log in details for the Enquiry Hub are slightly different from your Student Portal log in.

Once you have selected the '**Ask a Question**' button in the Portal, or come to the Enquiry Hub directly, you will need to log in again.

On the Enquiry Hub home page select the '**Log in**' link in the top right of your browser window (if you are using a phone you will need to tap on the three lines icon to expand the options menu, you will see '**Log in**' there).
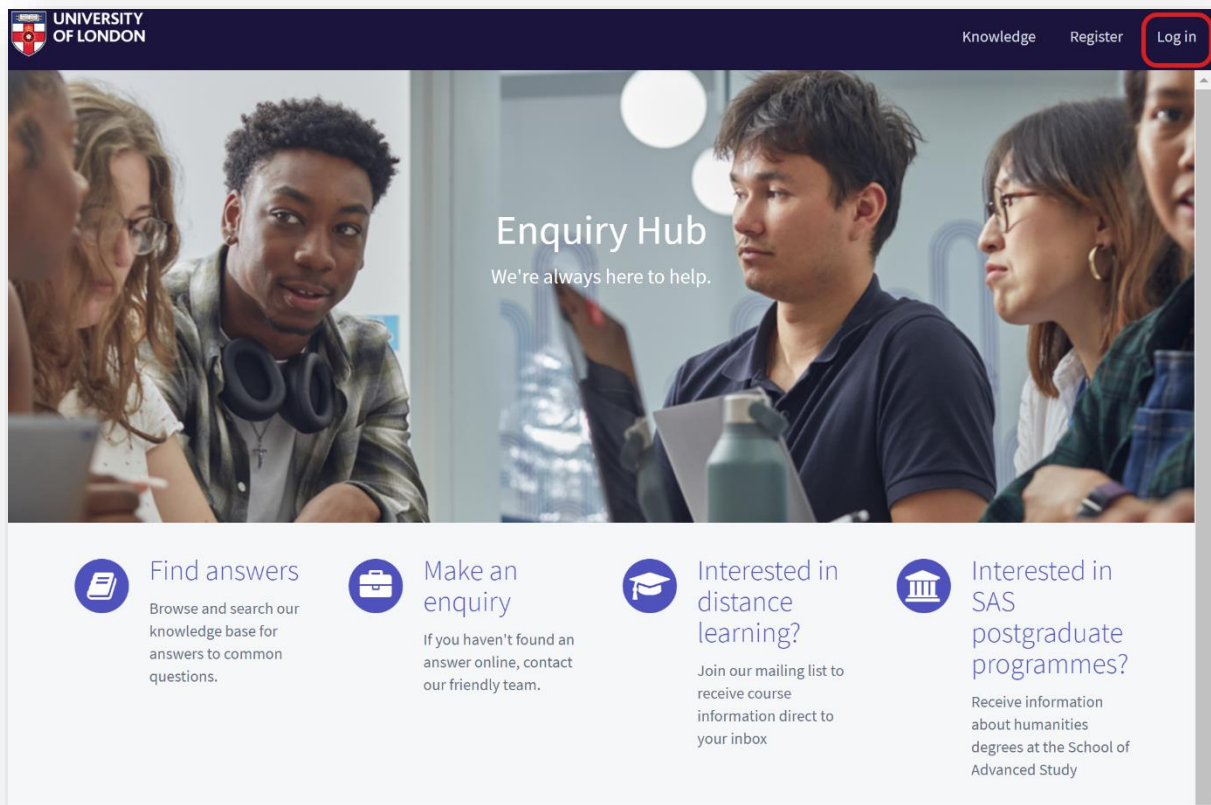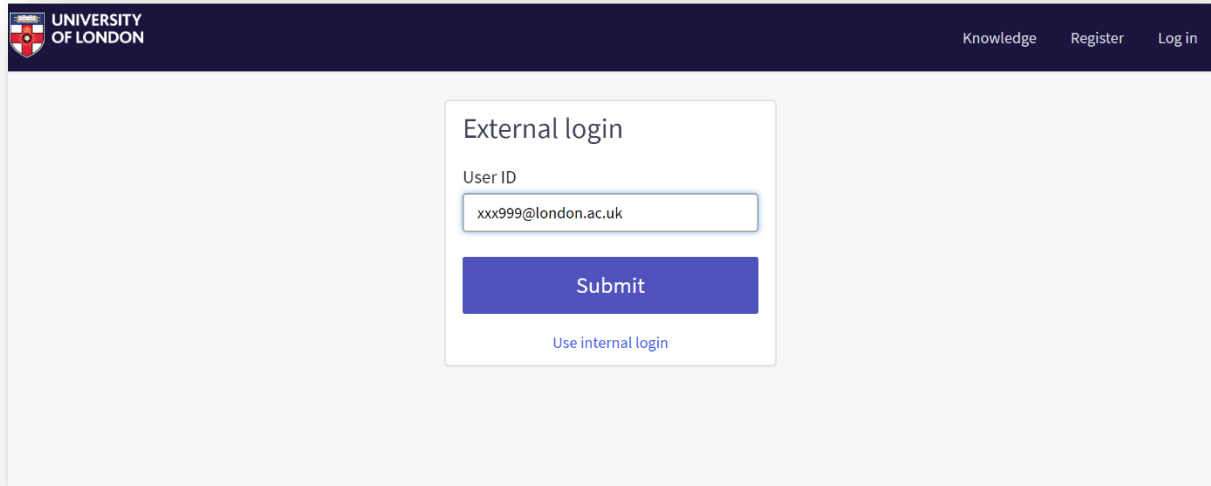
If you are a current student with the University of London, select the link labelled '**Use external login**' on the log in page.
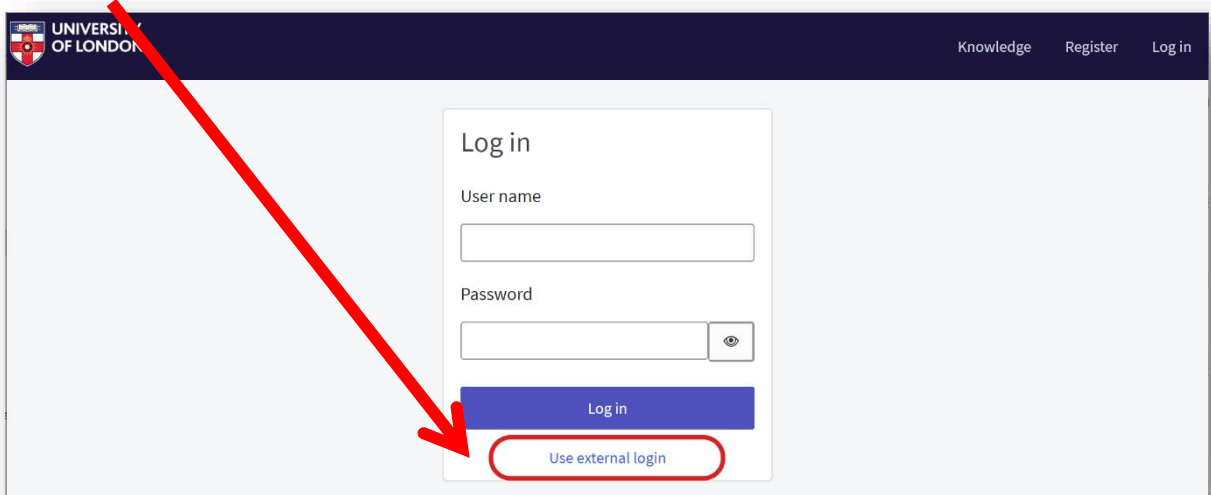
Your username is your current Student Portal username with the '**@london.ac.uk**' suffix. For example, if your username is xxx999 your username for the Enquiry Hub will be **xxx999@london.ac.uk**.
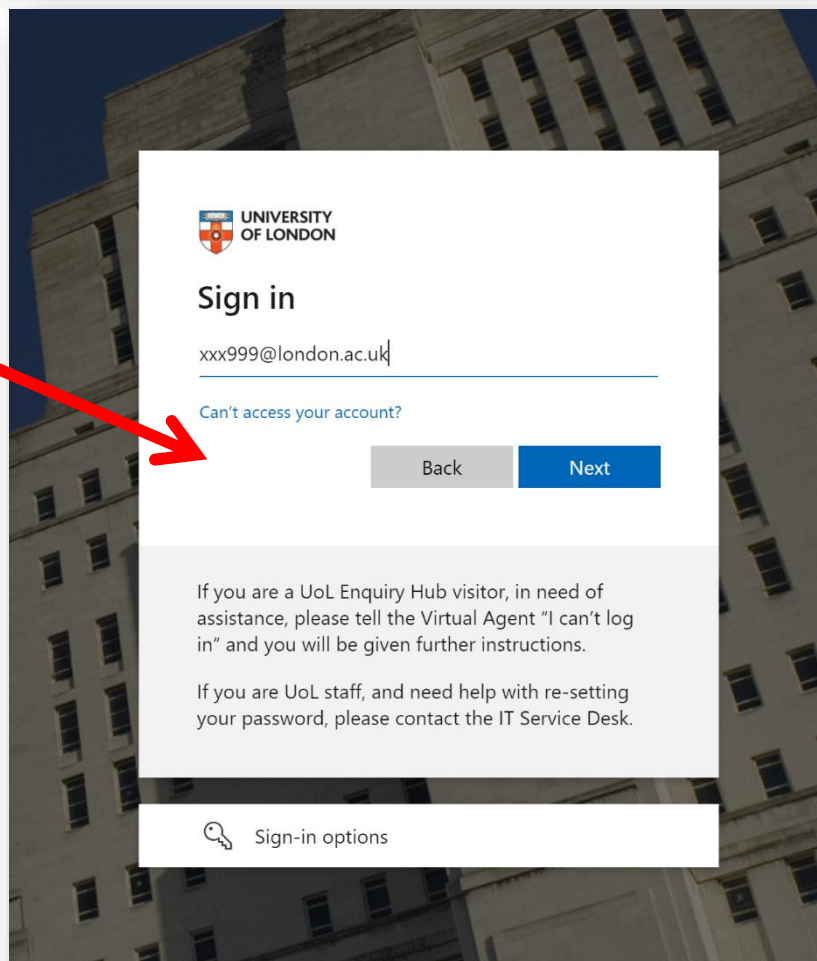
Enter your username and select the **Submit** button.

You will then be asked for your username a second time.

Enter your username and select the **Next** button.

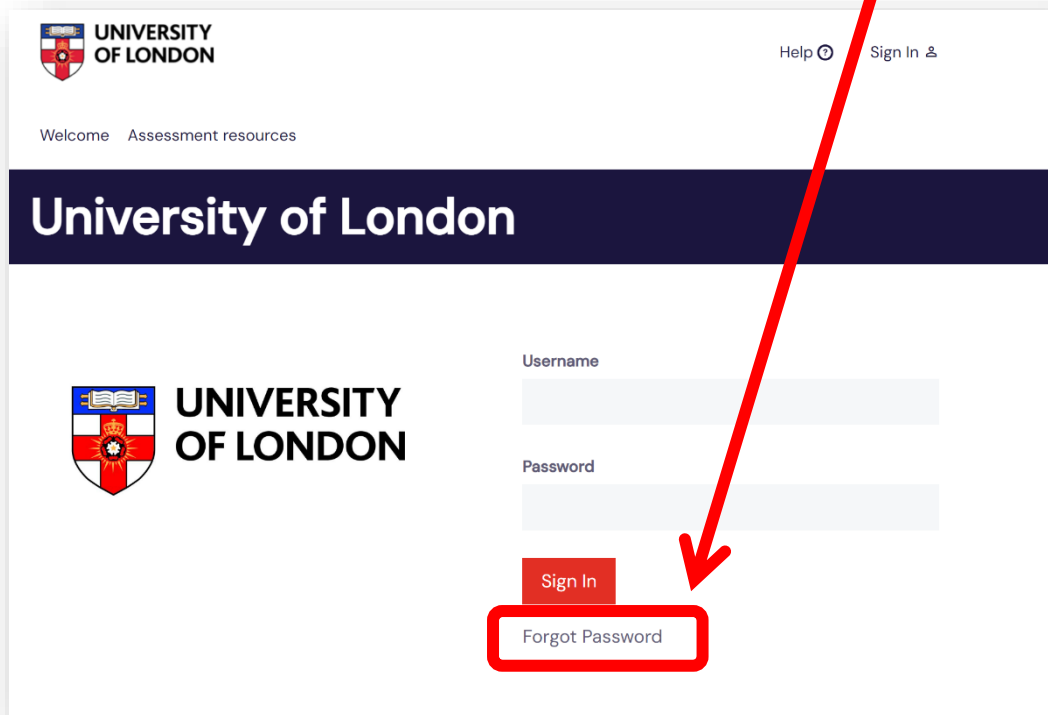On the next screen enter your password and select the **Sign in** button.

Your password will be the same password that you use for the Student Portal.
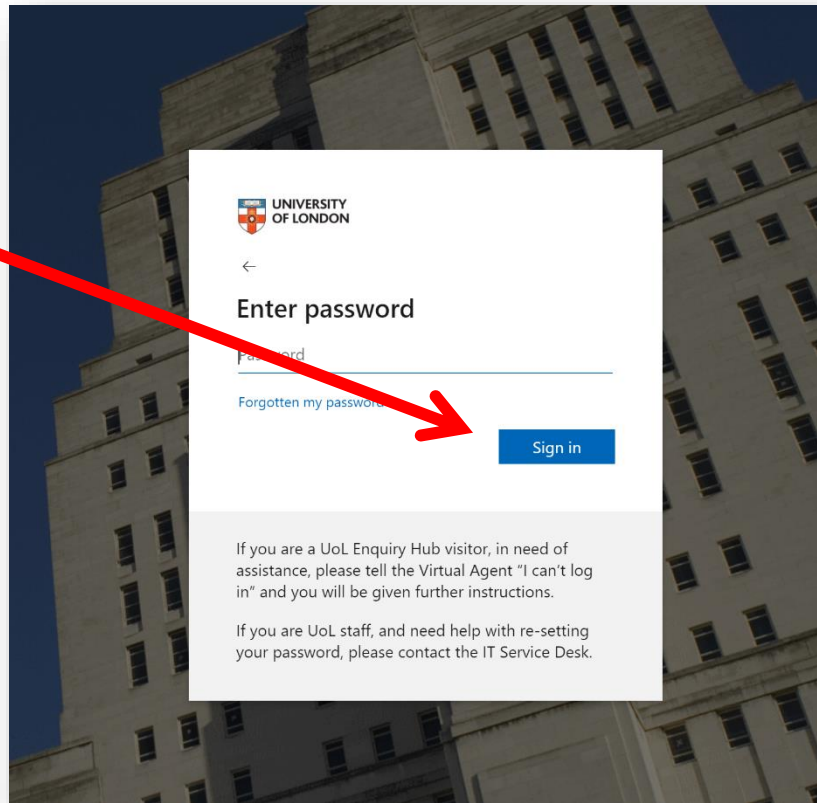
If you have forgotten or need to reset your password please go to the Student Portal (http://my.london.ac.uk) and select the 'forgotten password' link on the log in page.
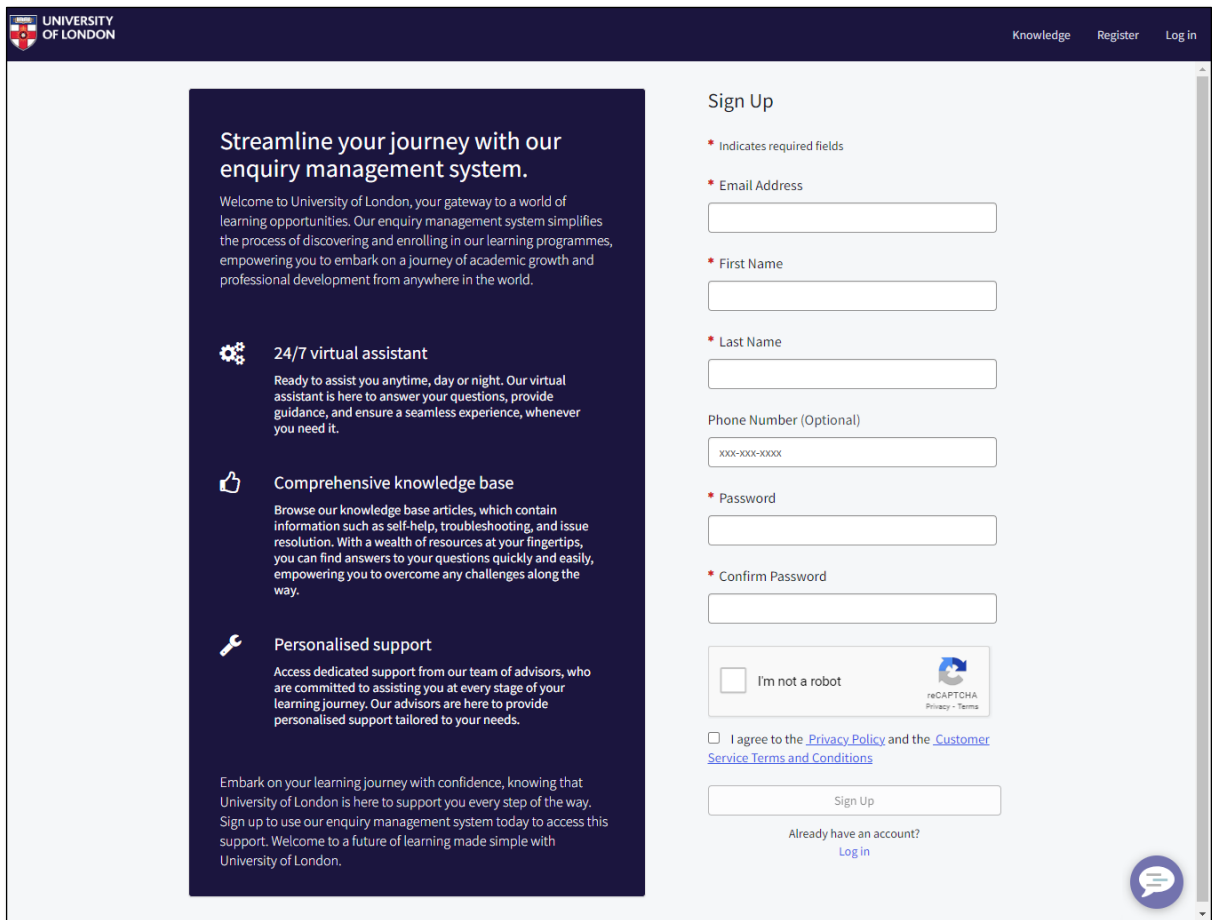

Once you have reset your password, your portal and Enquiry Hub passwords will synchronise **within 10 minutes**.

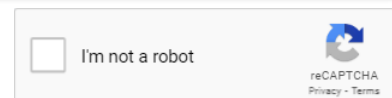## 2.2 Registering (other users – not Current Students)

A **new** user (who is not a previously registered or current student) will need to use the **Register** option to setup an account. If **Register** is chosen from the upper-right menu, the **Sign up** screen will be shown.

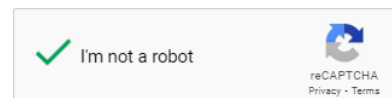Illustrated below are a range of fields requesting information:

- *Email Address*
- *First Name*
- *Last Name*
- *Phone Number* (optional field)
- *Password*

After entering values into the fields presented, select the checkbox adjacent to the field labelled '*I'm not a robot*'.
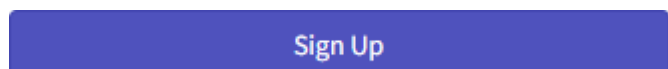

The checkbox will change to a 'tick' icon (as shown right).

Also, select the checkbox adjacent to the '*I agree to the Privacy Policy and the Customer Service Terms and Conditions*' field (note that you can also select the Privacy Policy and Customer Service Terms and Conditions links).
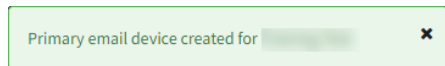

Select the **Sign Up** button to continue.

A message prompting for further actions via an email will be shown.

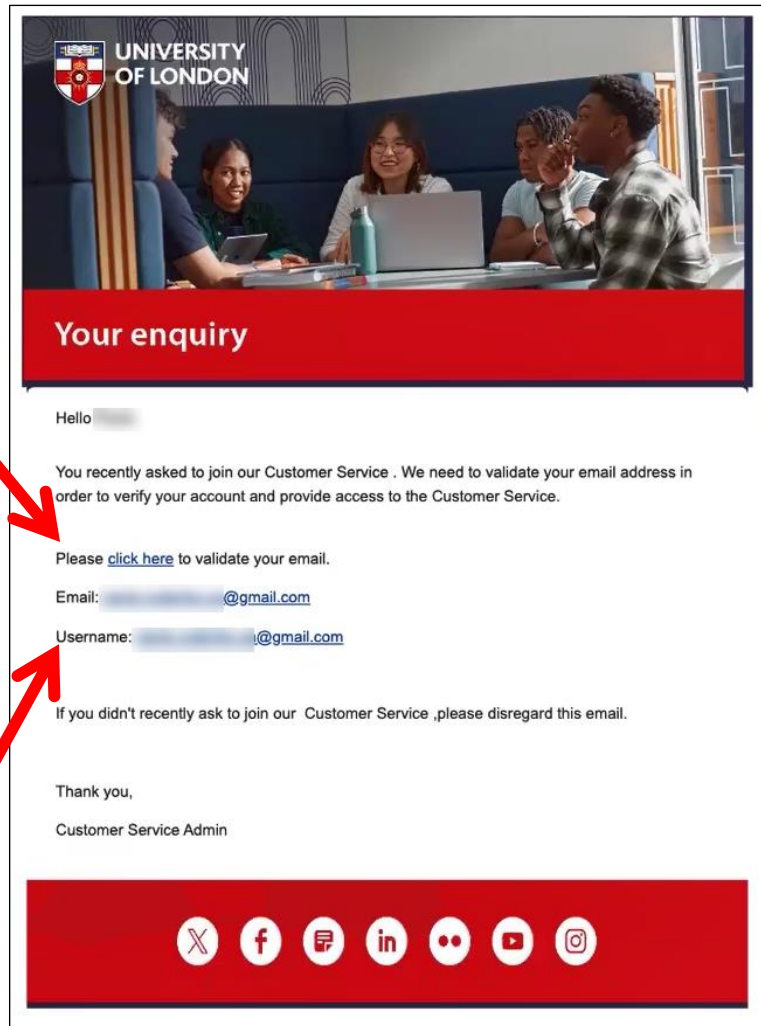We have sent an email to: ▐▐▐▐▐▐▐▐.co.uk. Please check the email for further action. ✖
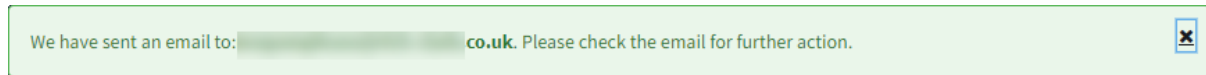
A new user will receive an email similar to the example shown right.

A new user will need to initially validate their email address by following the link provided.

After selecting the link, a message will be presented in a similar manner to the illustration shown below.

Primary email device created for ▐▐▐▐▐ ✖

The *Email* address of the user and the *Username* will also be shown in the email message.

UNIVERSITY OF LONDON

Your enquiry

Hello ▐▐▐

You recently asked to join our Customer Service . We need to validate your email address in order to verify your account and provide access to the Customer Service.

Please click here to validate your email.

Email: ▐▐▐▐▐@gmail.com

Username: ▐▐▐▐▐@gmail.com

If you didn't recently ask to join our Customer Service ,please disregard this email.

Thank you,

Customer Service Admin

After following the validation step/link via the email sent to a new user, select the Log in link from the upper-right menu of the Enquiry Hub to log in.

Knowledge   Register   Log in
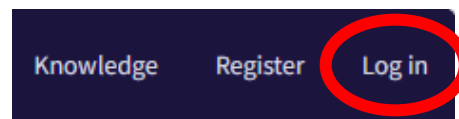
Enter a *Username* and *Password* into the fields presented and select the **Log in** button to continue.

If you have already signed up but have forgotten your password, select the '**Forgot Password**' link and follow the on-screen instructions.

Log in

User name

▐▐▐▐▐@gmail.com

Password

••••••••   👁

Forgot Password ?   Log in

Use external login
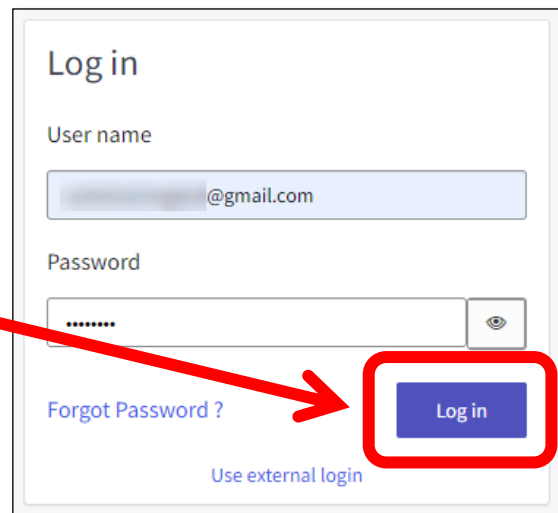
2.3 Enquiry Hub screen after Logging In

After logging into the main **Enquiry Hub** screen (shown below), three further interactive areas are presented towards the lower edge of the screen.
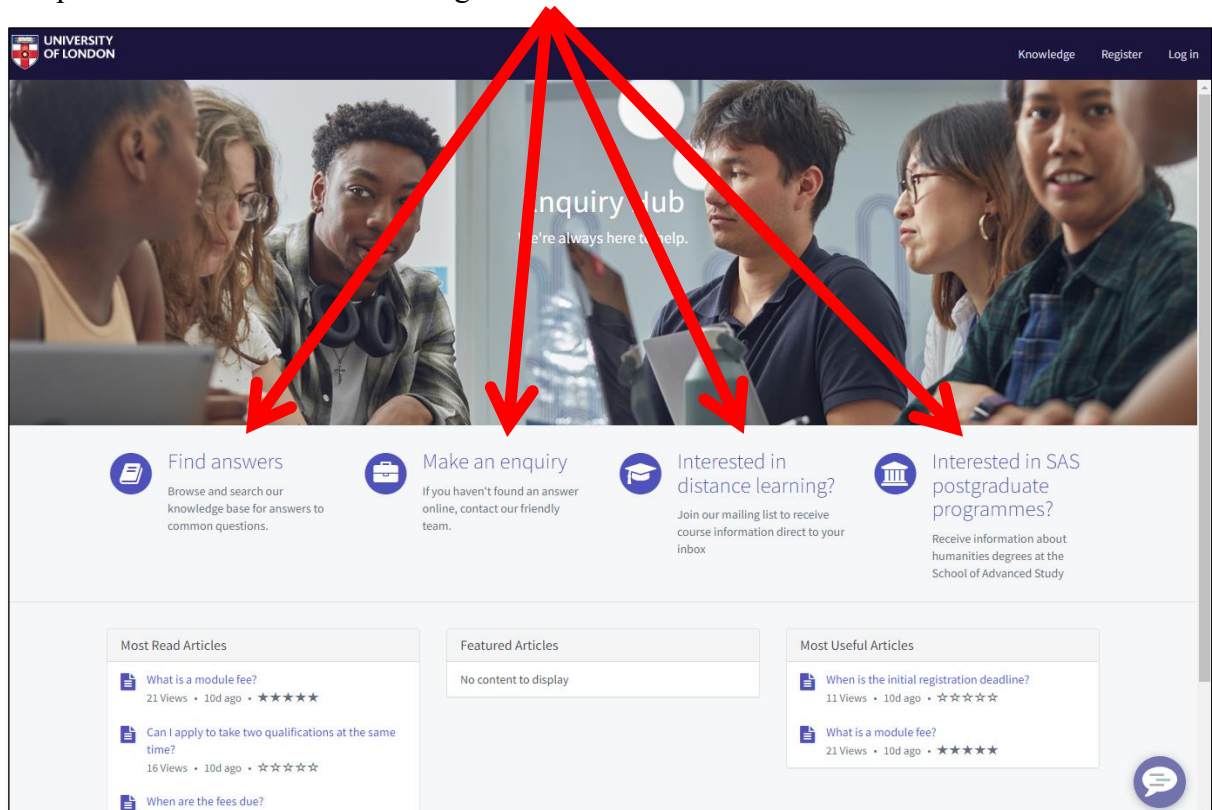
- **Find answers**
  Enables a user to search knowledge articles for answers to common questions.

- **Make an enquiry**
  To open an enquiry or view services.

- **Interested in distance learning course**
  To join a mailing list to receive course information.

- **Interested in SAS postgraduate programmes**
  To receive information about humanities degrees at the School of Advanced Study.
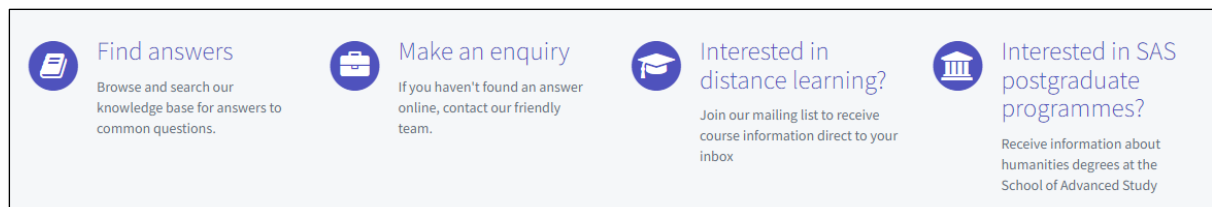
Note that after approximately 10 seconds, the Virtual Agent will be presented towards the right-hand-side of the screen.

The Virtual Agents permits the input of questions into the text box labelled '*Please type your request*' (press the **ENTER** key or select the arrow icon after entering any desirable text).

Suitable answers and options will be presented by the Virtual Agent.

The Virtual Agent can be minimised by selecting the cross icon towards the lower-right of the window.

If the page is inactive for many minutes, the **Session Expired** message will be displayed. Select the **Refresh** button to refresh the page.
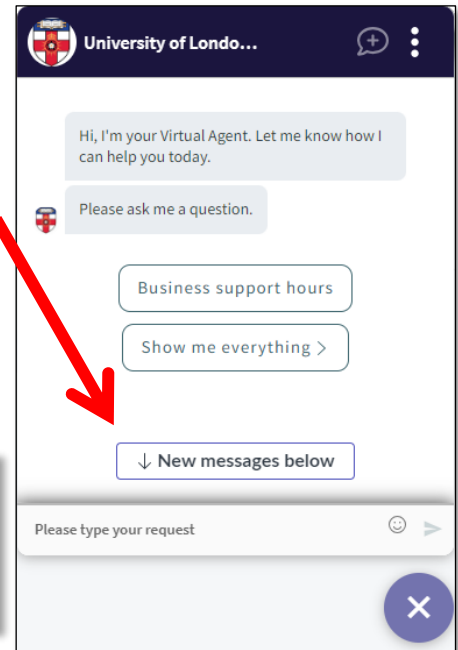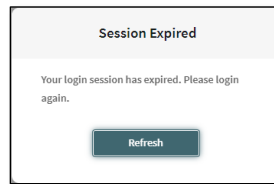

A search field will also be presented towards the upper middle of the screen (permitting the entry of any search criteria). Select the zoom icon to search.

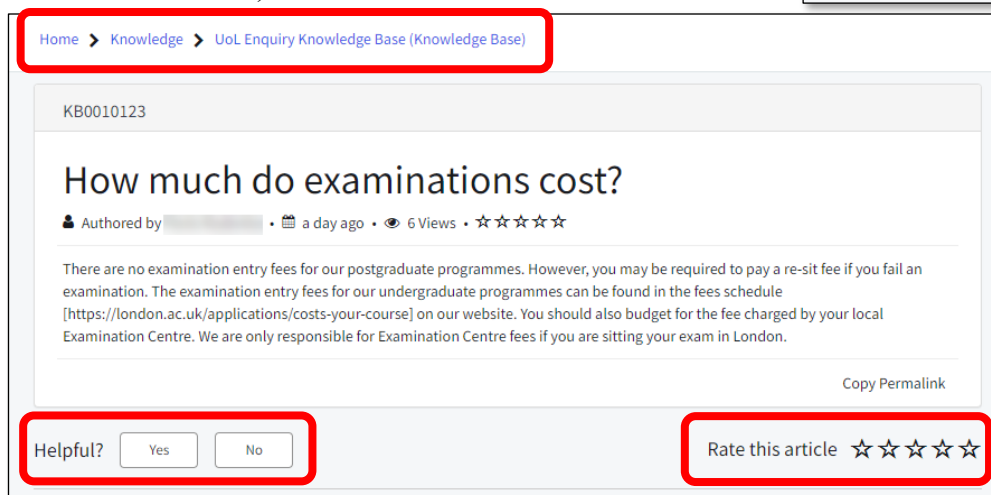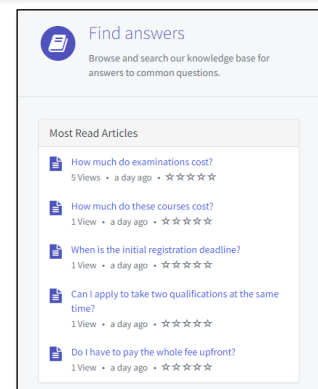### 3.0   Enquiry Hub: Find answers (knowledge base)

From the main **Enquiry Hub** screen, the '**Find answers**' option can be chosen to browse & search the knowledge base for answers to common questions. Note that the '**Knowledge**' link via the menu (in the upper right corner of the screen) can also be selected.
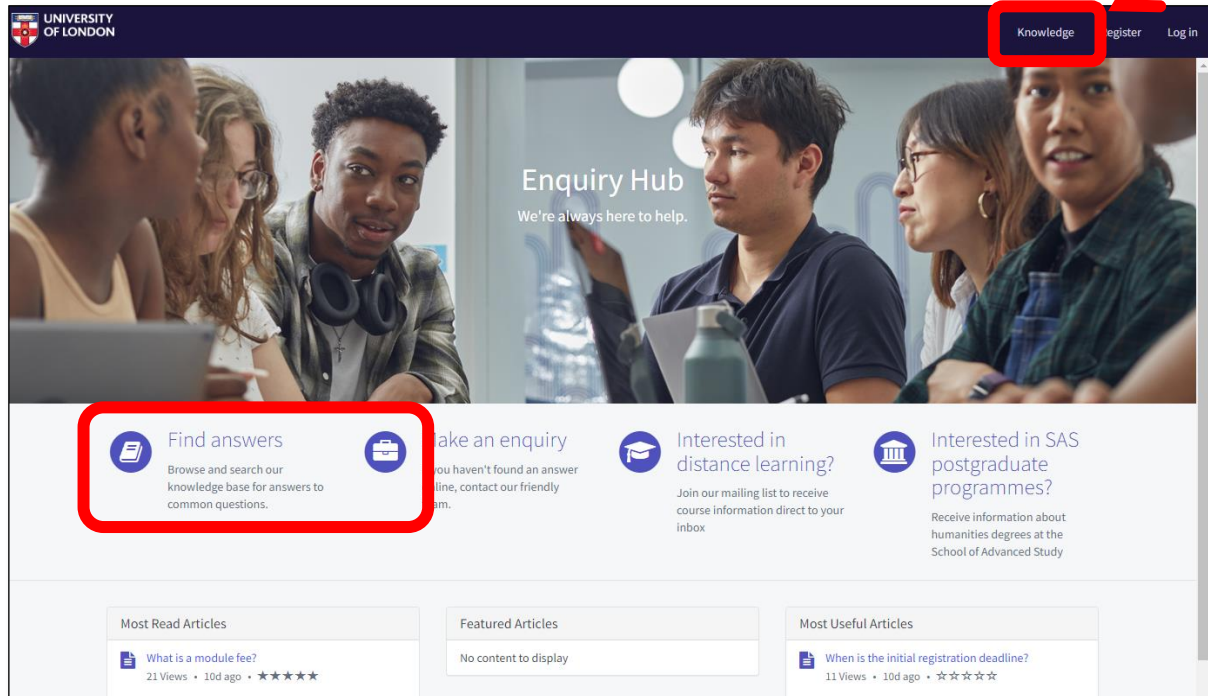
Beneath the '**Find answers**' option, a sub-section labelled '**Most Read Articles**' will show frequently requested knowledge articles which can be quickly selected.

After selecting an item from the '**Most Read Articles**' area of the screen, the article will be displayed in a new window in a similar manner to the example shown below.

Page titles can be selected to return to previous pages (in addition to using browser back buttons).

The **Yes** or **No** buttons can be chosen to indicate if the article has been helpful, and users can rate the article by selecting one to five stars (as a review).

If '**Find answers**' is chosen from the main **Enquiry Hub** screen, the **Explore our Knowledge Bases** screen will be presented (*as illustrated below*).
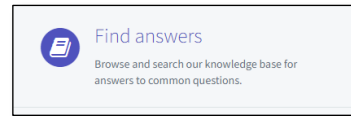
Search criteria can be entered into the search box towards the upper area of the screen.
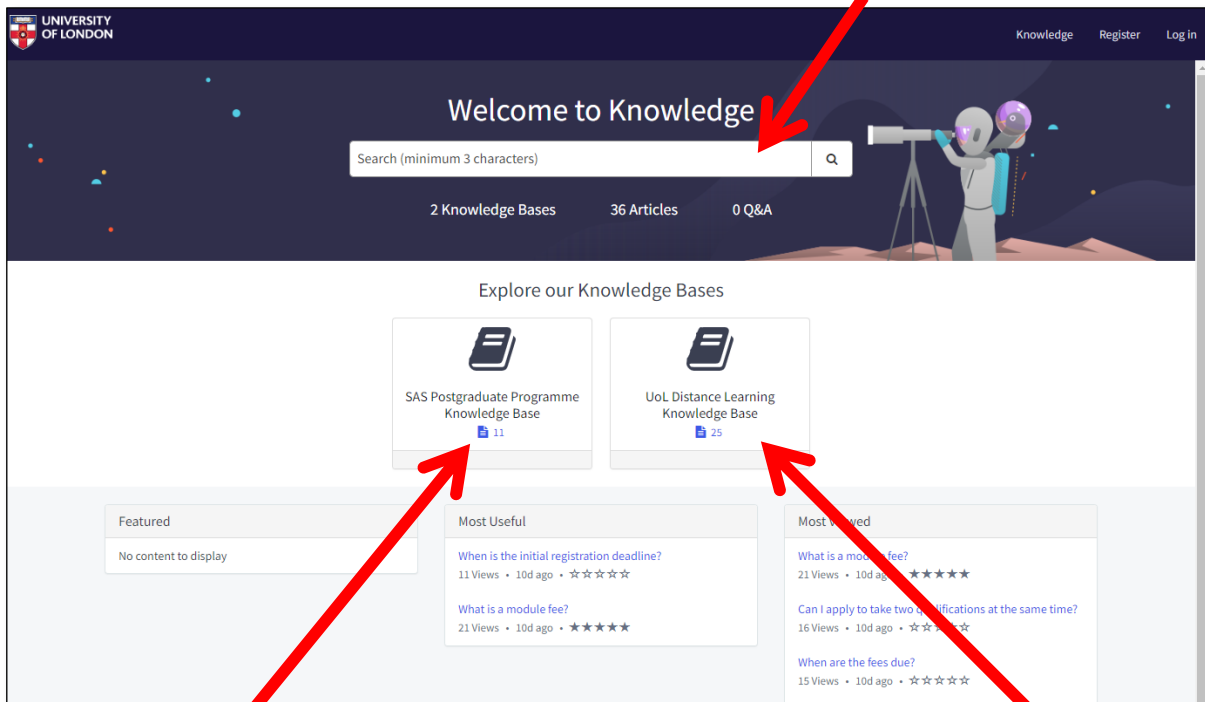
The '**SAS Postgraduate Programme Knowledge Base**' or '**UoL Distance Learning Knowledge Base**' can be chosen from the middle of the screen to display all available knowledge articles.

To filter down the number of resulting articles shown, select the **Filters** icon.

A range of filtering options will be shown, including Language, Category, Rating, Last Modified (Date), & View Count. From any of the filtering sections, choose a suitable option or enter a value into a filter search box.
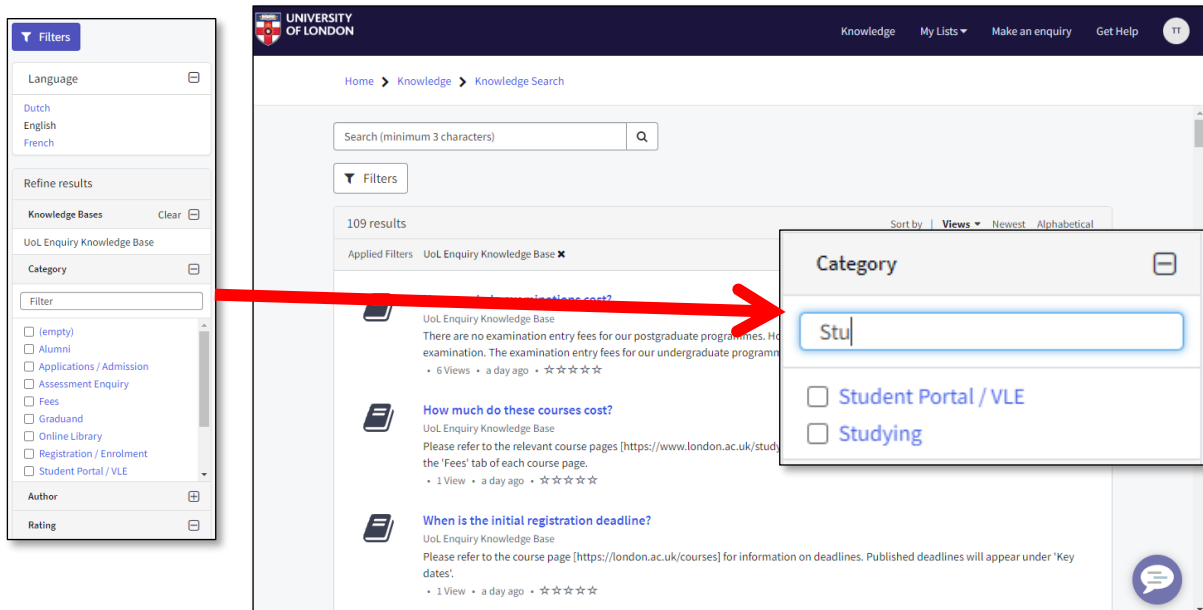
After searching for articles and/or applying filters, corresponding knowledge articles will be shown in the main central area of the screen (*as illustrated below*).
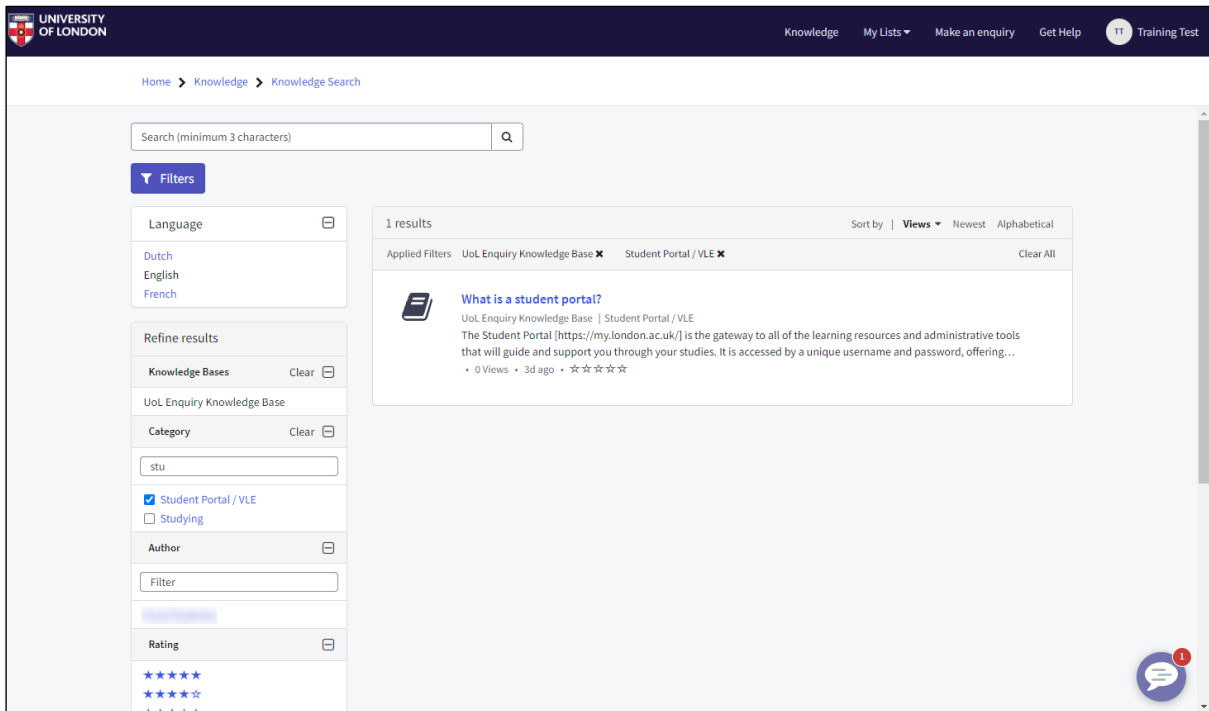
To view the article in full, select the article title. The article will be presented in a new screen.
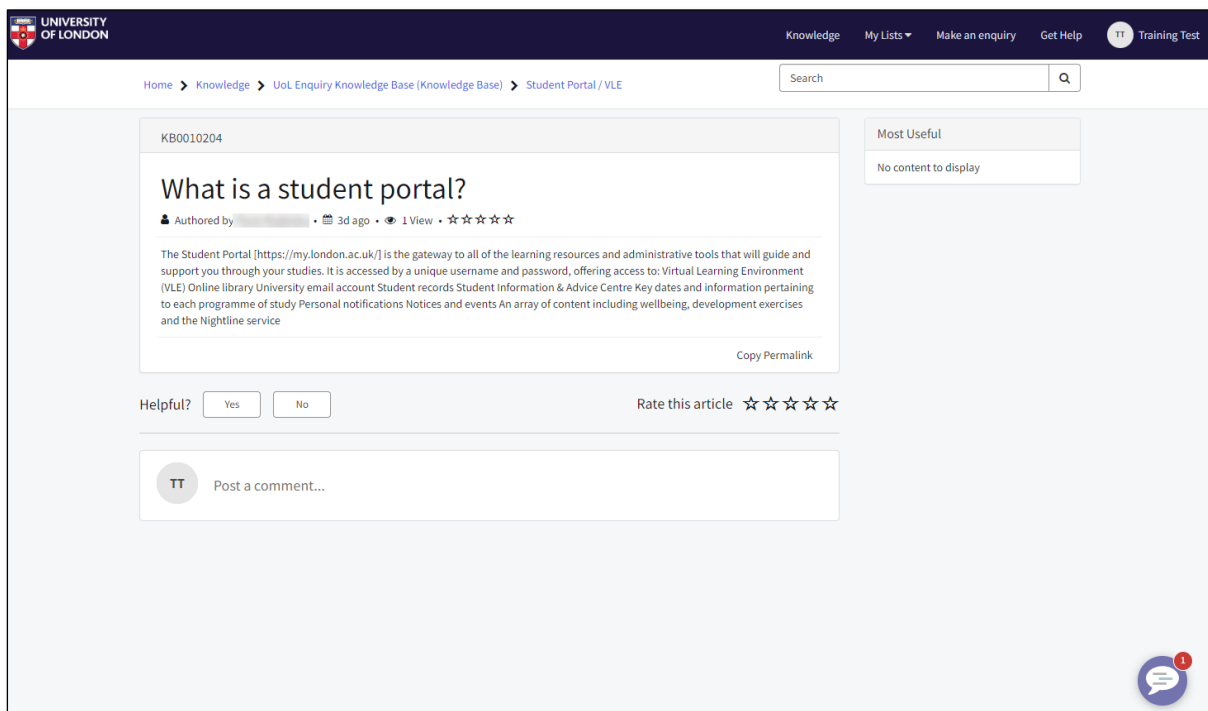
Page titles can be selected to return to previous pages (in addition to using browser back buttons).

The **Yes** or **No** buttons can be chosen to indicate if the article has been helpful, and users can rate the article by selecting one to five stars (as a review).

3.1   Enquiry Hub: Request Something (raise an enquiry)

To raise an enquiry, select the '**Make an enquiry**' link from the middle of the screen.
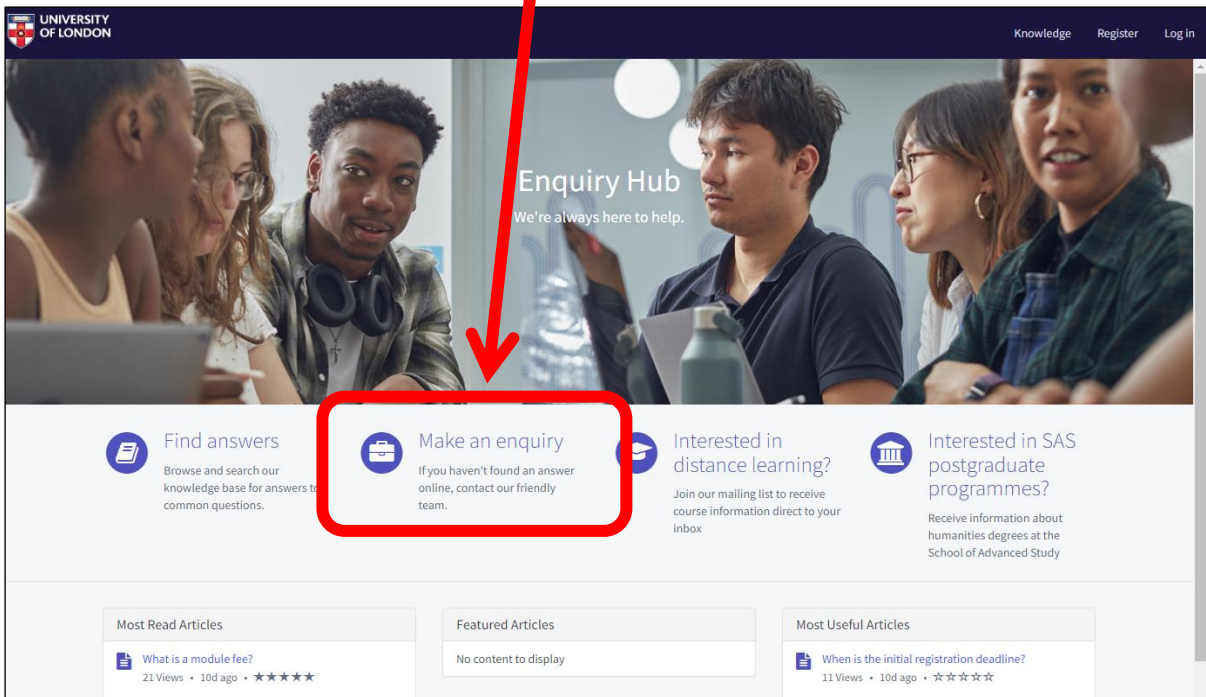
After selecting '**Make an enquiry**', the **Categories** screen will be displayed.
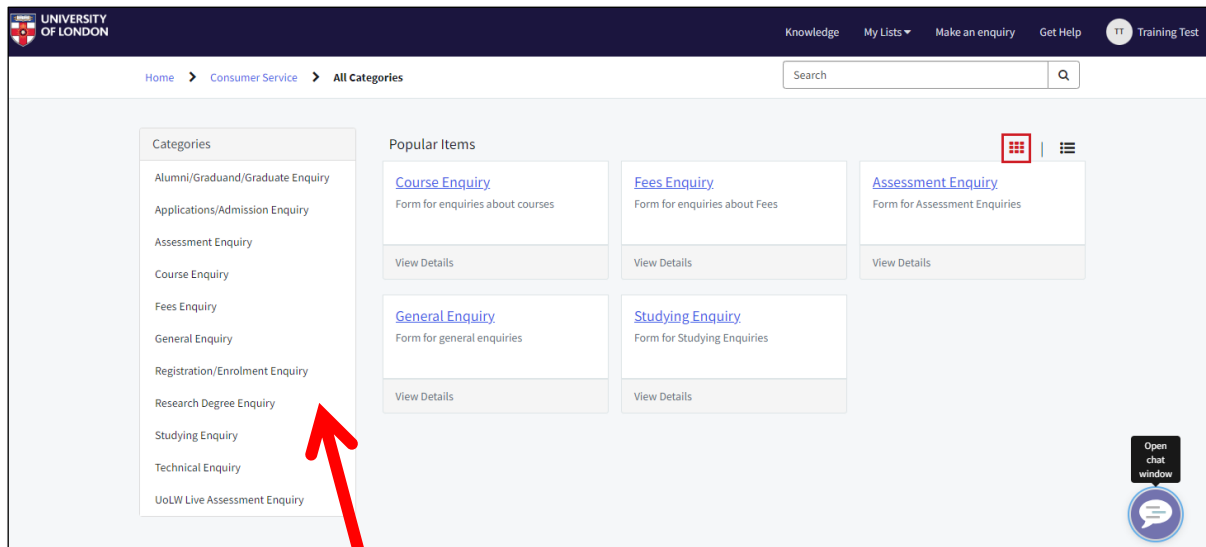
An enquiry relating to a specific subject/category can be selected via the **Categories** menu or from the main display area.

Frequently used categories can also be chosen from the '**Popular Items**' area of the screen.

The icons towards the upper right can be chosen to display items as a **grid** or **list** respectively.
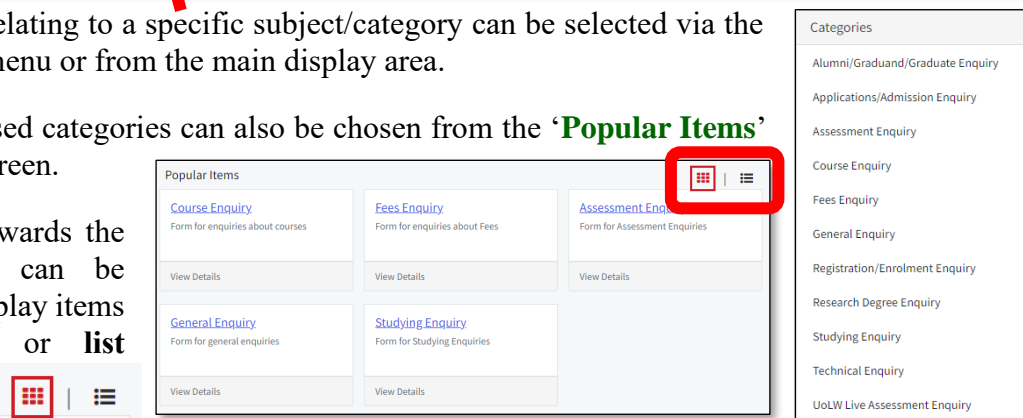
After selecting a desired category, an **Enquiry** form will be presented in a similar manner to the example shown below. Mandatory/required fields are indicated with a * character.

As an example of an enquiry form, if **Yes** was entered into a question field such as '*Does your enquiry relate to a course you have recently enrolled for, or started an application for?*', a further field will be presented asking for additional information (i.e., a *Course title*).

A question mark icon will be shown adjacent to many fields on the form. Selecting the icon to present further guidance for entering data in the field (the additional information also aids accessibility for screen-readers).
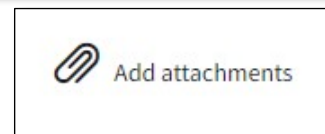
In other fields, enter text into the free-text boxes as indicated.

Note that any mandatory/required fields that have not been completed will be summarised towards the lower edge of the screen.

Towards the lower edge of the form, the **Add attachments** icon can be chosen to add attachments to the enquiry.


After selecting the **Add attachments** icon, the '**Add attachments**' window will be presented (*as illustrated below*).
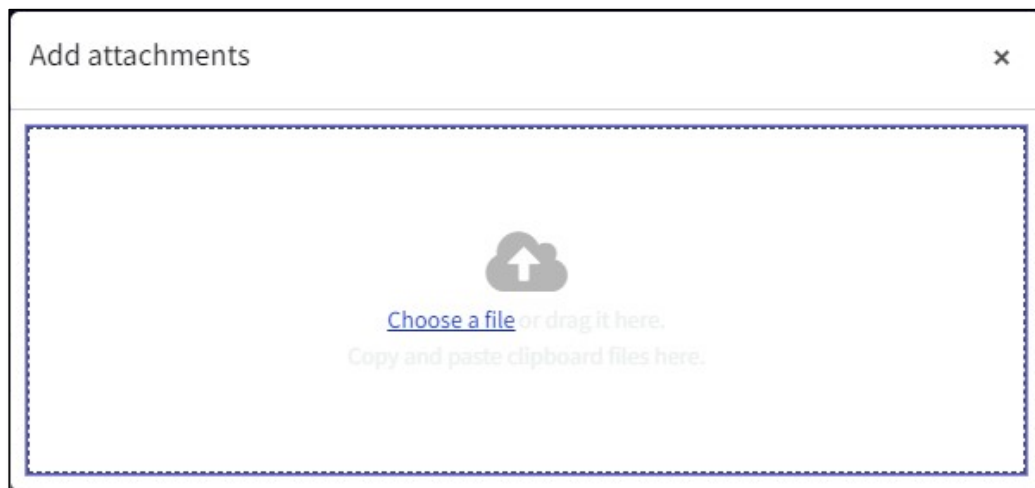
The prompt in the window will read: "*Choose a file or drag it here. Copy and paste clipboard files here*". The attachments window therefore permits an enquirer to select/choose file from a local device, drag or drop a document into the window or copy/paste an item into the window.

As an example of adding an attachment via the '**Choose a file**' link, the '**Open**' window will be shown, permitting the selection of an attachment from a drive/folder/location.

Select the **Open** button after choosing a file to continue.
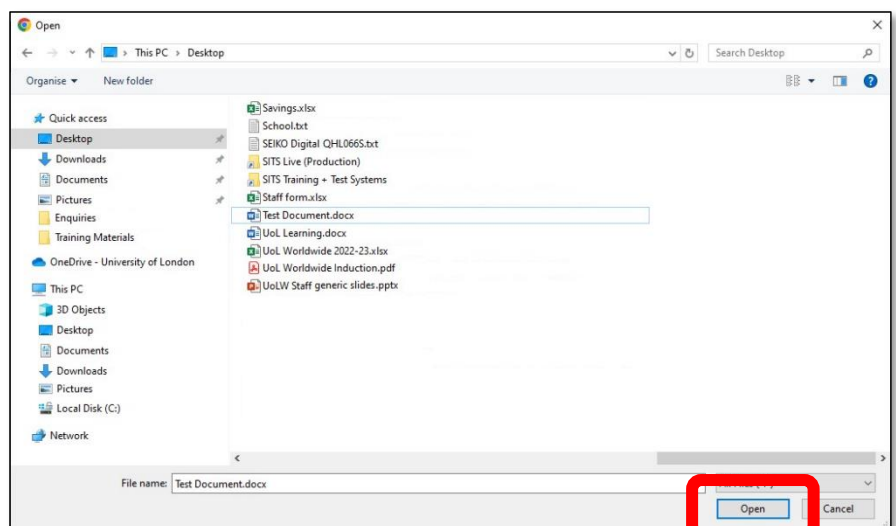
The attached file will be shown (as an icon and filename, showing the size in KB or MB).
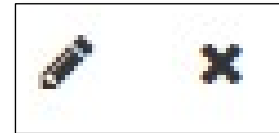

To open/view the attachment, select the **filename**.

To edit/change the attachment, select the **pencil** icon.

To remove the attachment, select the **X** icon.

To add further attachments, select the **Add attachments** icon.

To submit the enquiry, select the **Submit** button towards the lower area of the screen.


After submitting the enquiry, the enquiry will be presented in a similar manner to the example shown below.   Note that an enquiry reference number in the format of **EQNxxxxxxx** (where **x** is a number) will be generated. An email copy of the enquiry will also be sent.
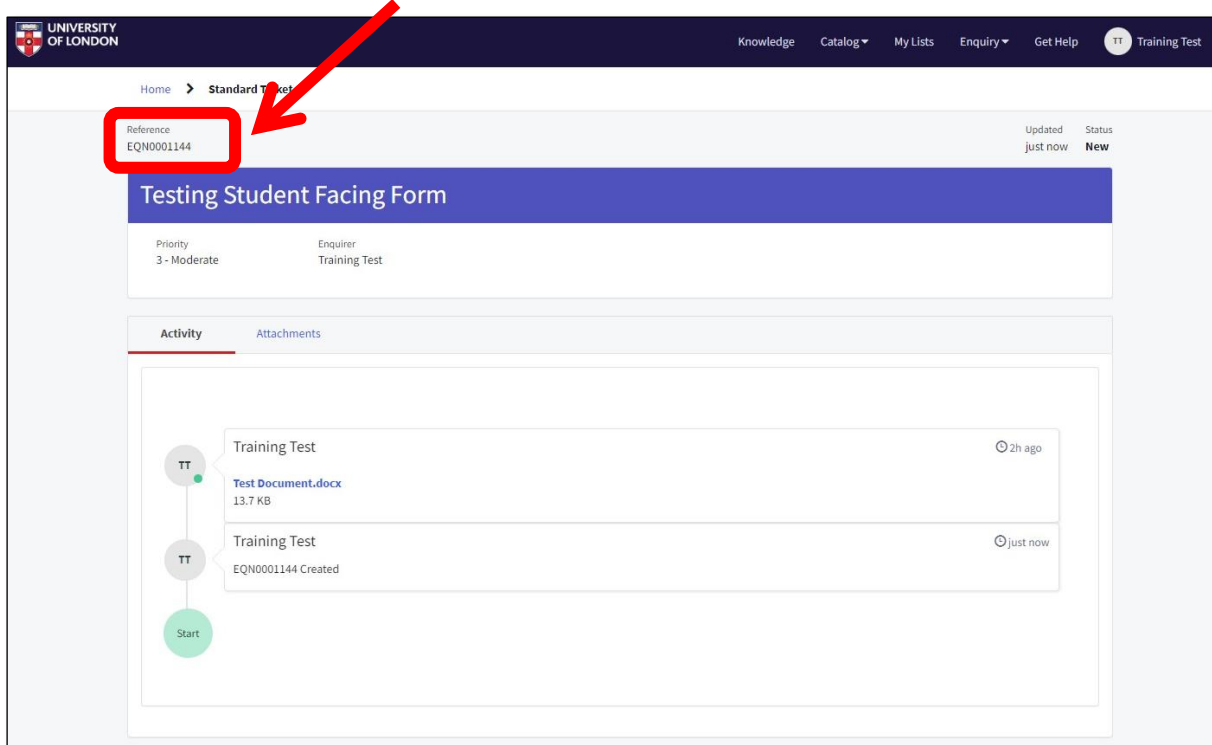
3.2 Enquiry Hub: Interested in distance learning/SAS postgraduate programme

To indicate an interest in a course (to join a mailing list to receive course information), select the '**Interested in distance learning**' or the '**Interested in SAS postgraduate programmes?**' option from the Enquiry Hub screen.
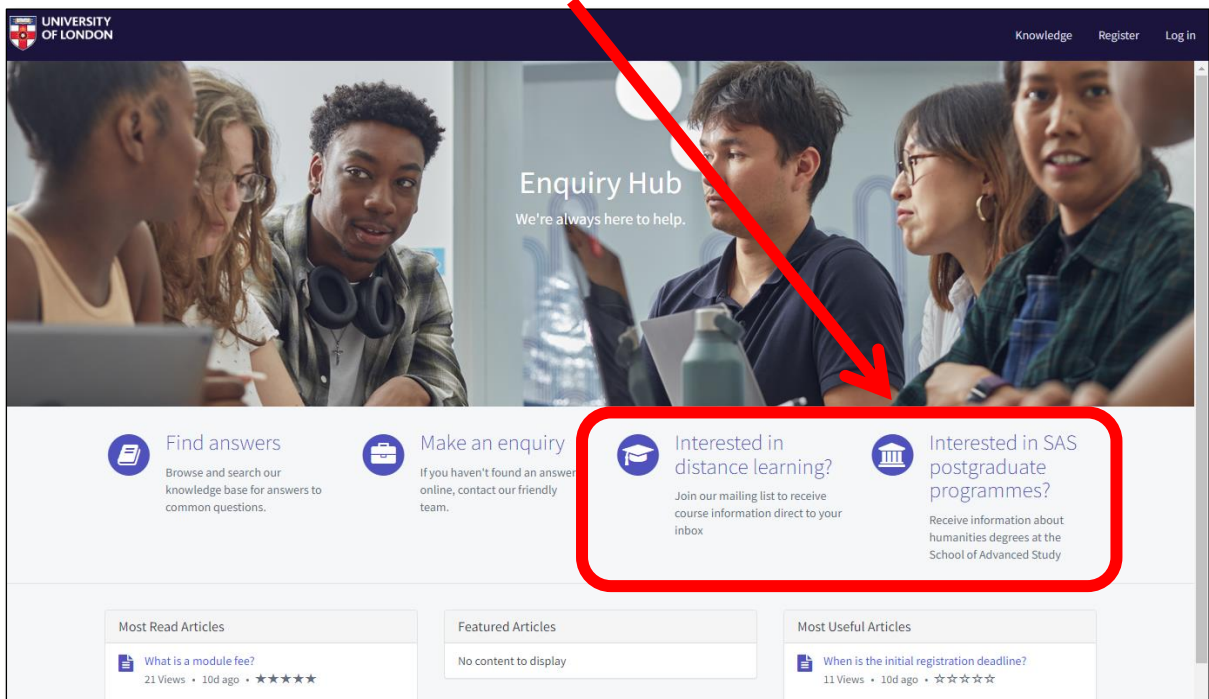
After selecting the '**Interested in a course**' option, the '**Register your interest in our courses**' screen will be presented (*in a similar manner the example shown below*).
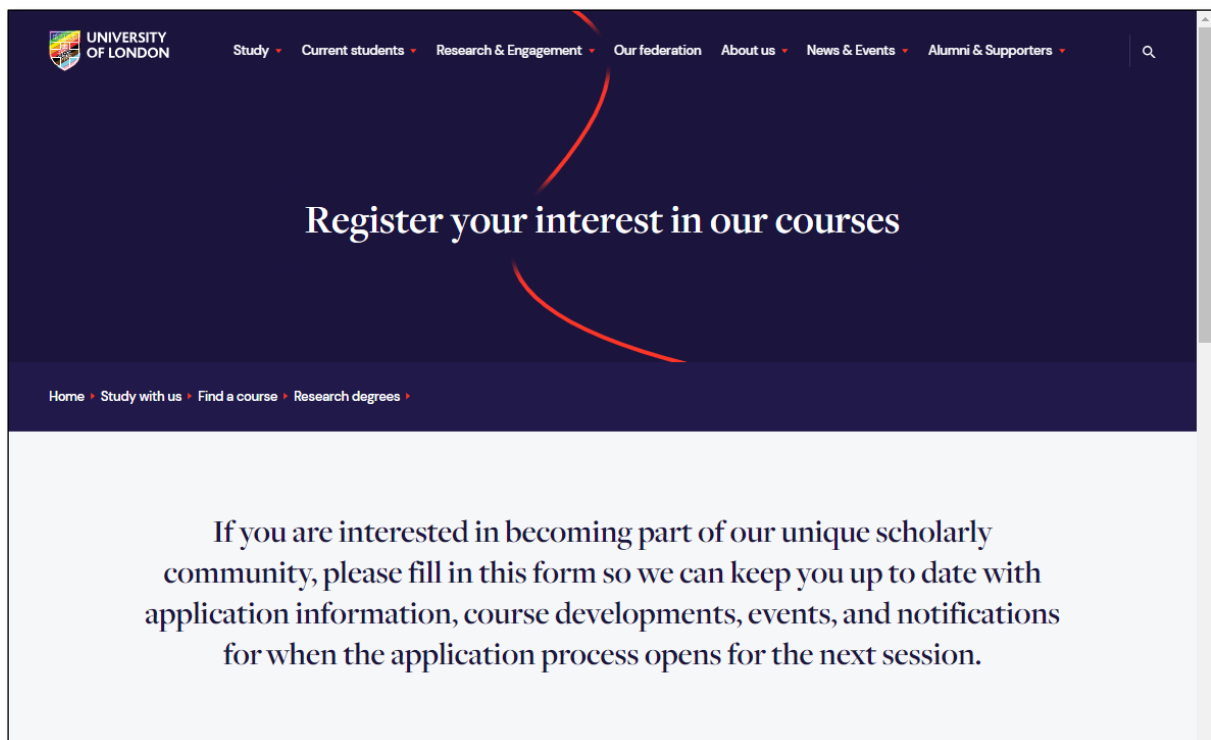
Further down the page, a form can be filled in by providing information in the following fields:

- *First Name*
- *Last Name*
- *Email Address*
- *Mobile Number*
- *Country*
- *Award Level*
- *How did you hear about the University of London?*

If **Masters** has been chosen from the *Award Level* field, a further question asking for the *Subject Area (Master)* will be presented.

If **MPhil/PhD** has been chosen from the *Award Level* field, a further question asking for the *Subject Area (MPhil/PhD)* will be presented.

Towards the lower area of the form, select the **opt-in box** to receive updates about the course and choose the **Submit** button to submit details entered into the form.
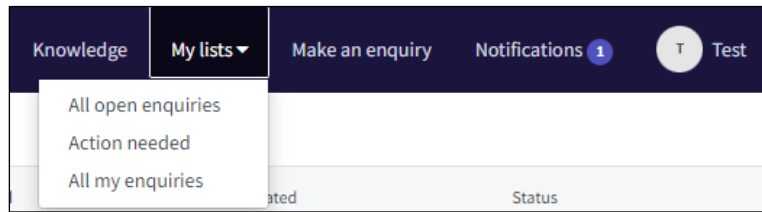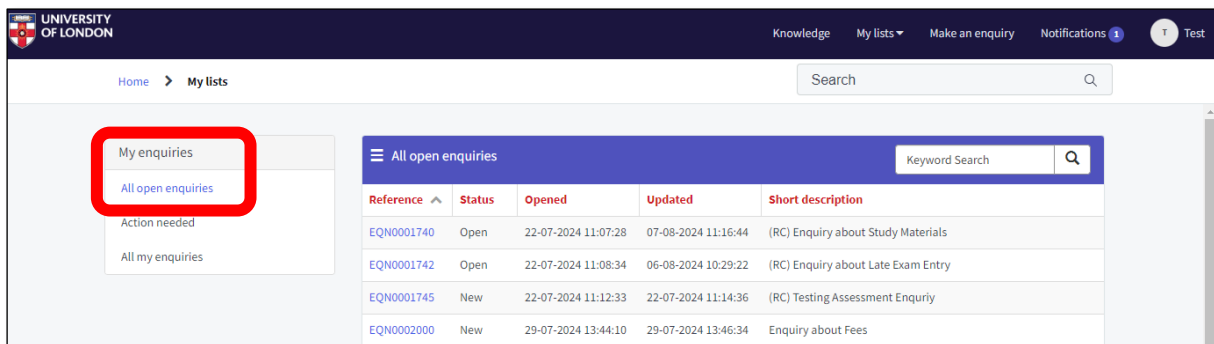
4.0   Menu options (viewing Enquiries and Actions needed)

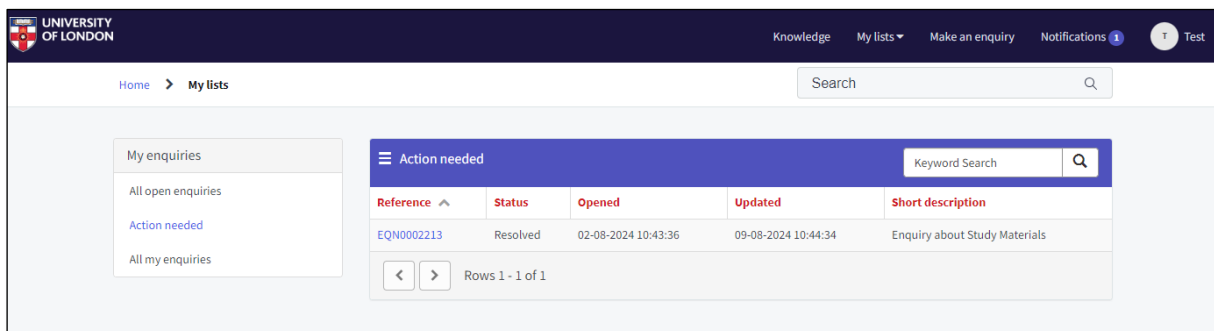From the **My Lists** menu, a number of options can be chosen including:

- *All open enquiries*
- *Action needed*
- *All my enquiries*

After choosing the '**All open enquiries**' option, the enquiries raised by the student will be shown (*as illustrated in the example provided below*).

In the '**Action needed**' section, any enquiries and actions required will be presented.

The '**All my enquiries**' section will show all enquiries logged by the student.