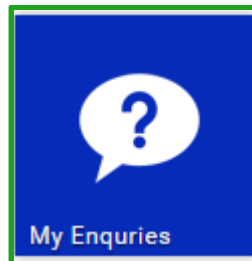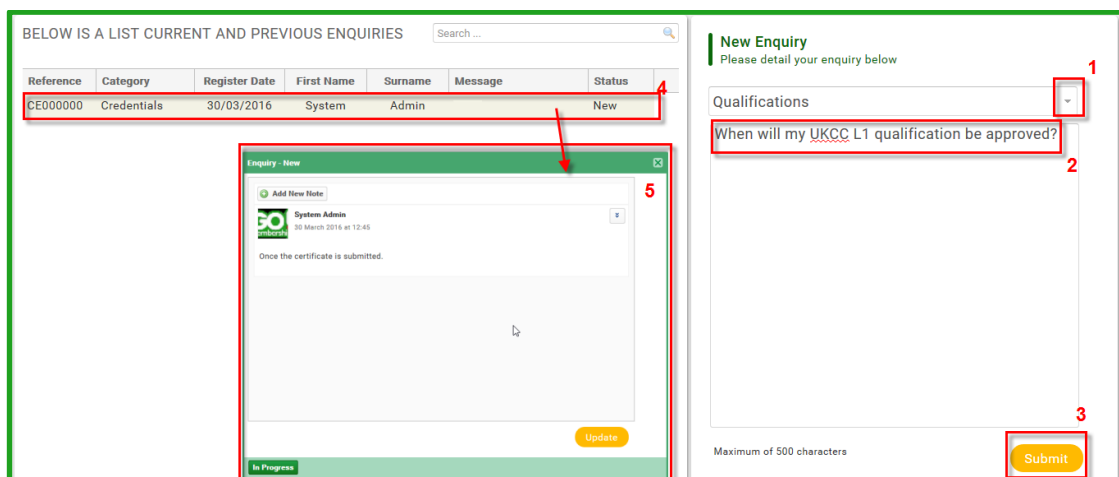## Q: *How to submit an enquiry?*

How to add a member credential:

1. Sign in from the login-in screen using your username/password (these will be case sensitive!)

2. Once logged in to the system navigate to the 'My Enquiries' tile:

3. Once in the 'My Enquiries' WB you can use the right hand side panel (New Enquiry) to:

    3.1 Select the Category
    3.2 Enter your enquiry/question
    3.3 Submit to the administrator
    3.4 Review existing records
    3.5 Add Notes to existing records:

4. Once you have selected a category, entered your enquiry text hit submit, you will see the below confirmation message:
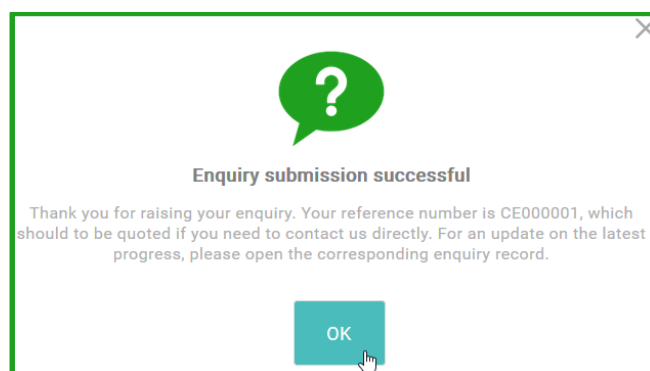
5. You will receive an initial email confirmation once a new enquiry is submitted and then as the enquiry moves states from 'New' to 'In-Progress' a second email will be sent to notify that an update/note has been added to the record.

6. Once the enquiry has been resolved the 'Status' will move from 'In-Progress' to 'Complete' where a 3rd and final email notification will be sent to you confirming that your enquiry has been updated and closed

	Reference	Category	First Name	Surname	Register Date	Message	State
☐	CE000001	Qualifications	System	Admin	31/03/2016	When will my UKCC L1 qu...	Complete
☐	CE000000	Credentials	System	Admin	30/03/2016	asas	In Progress