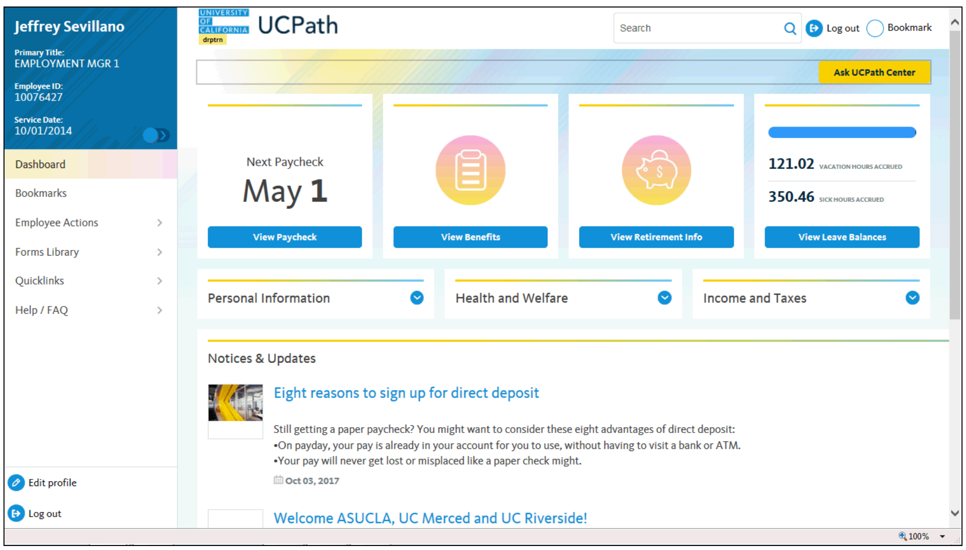
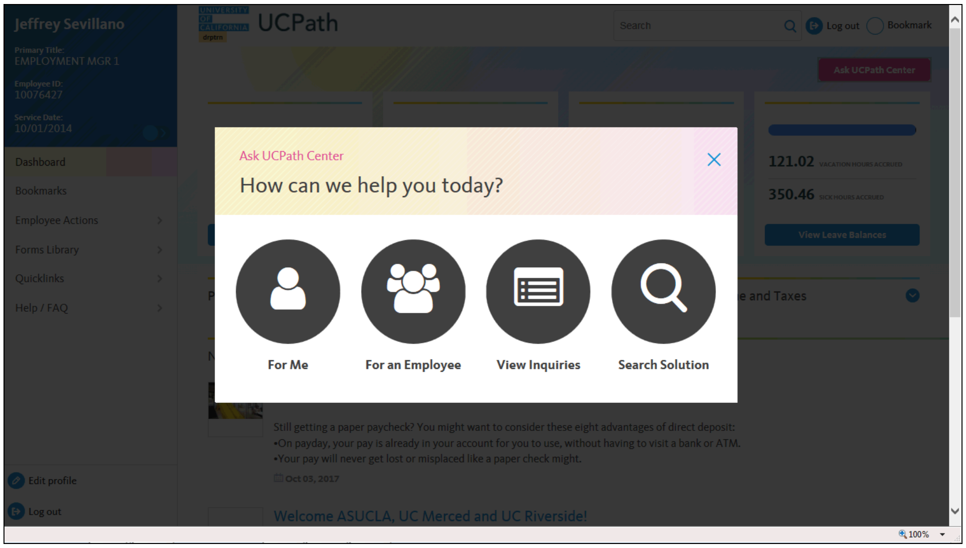
Use this task to submit an inquiry on behalf of another employee to the UCPath Center via the UCPath website.

Dashboard Navigation:
Ask UCPath Center
or
Menu Navigation:
Help / FAQ > **Ask UCPath Center**

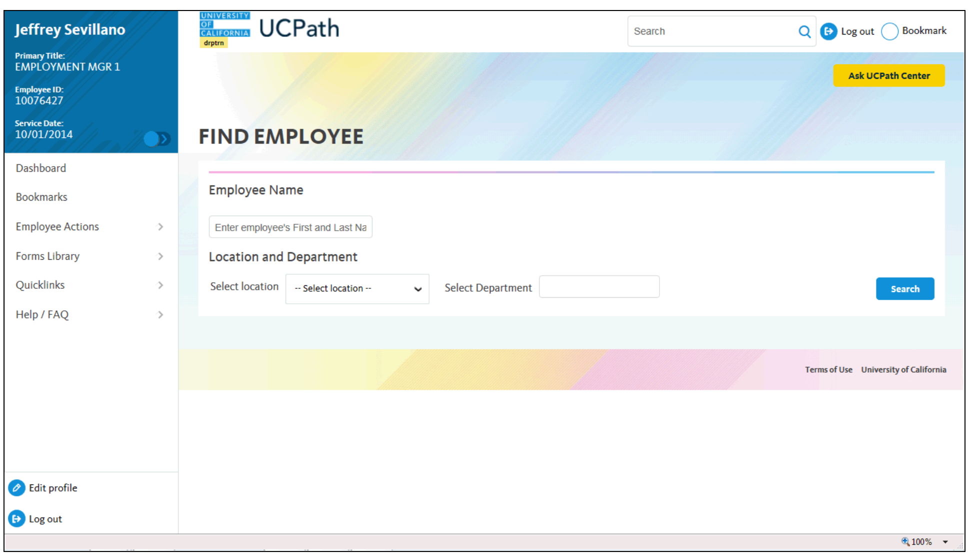
Note: This example uses sample images as seen on a computer. Sample images appear differently on a tablet or smartphone, but the steps remain the same.



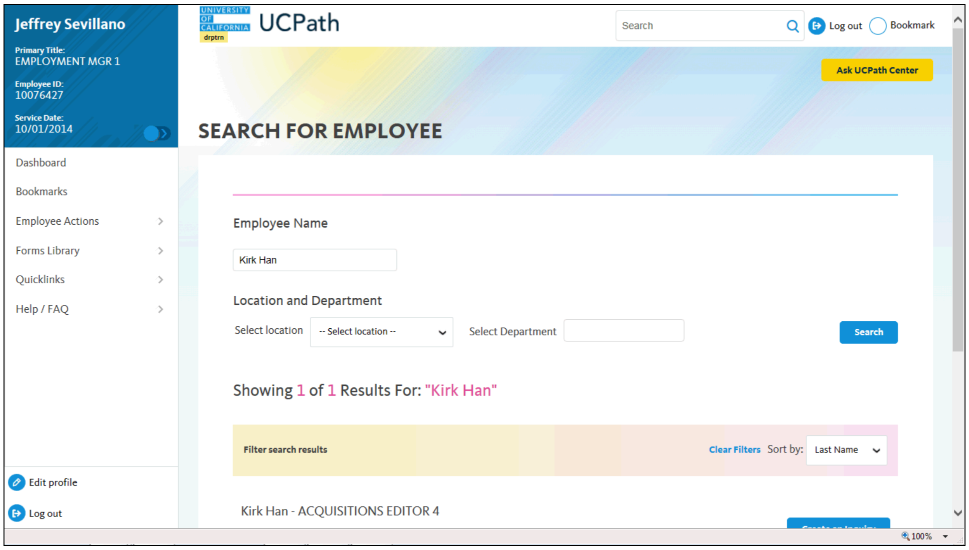
Step	Action
1.	Click the **Ask UCPath Center** button. 



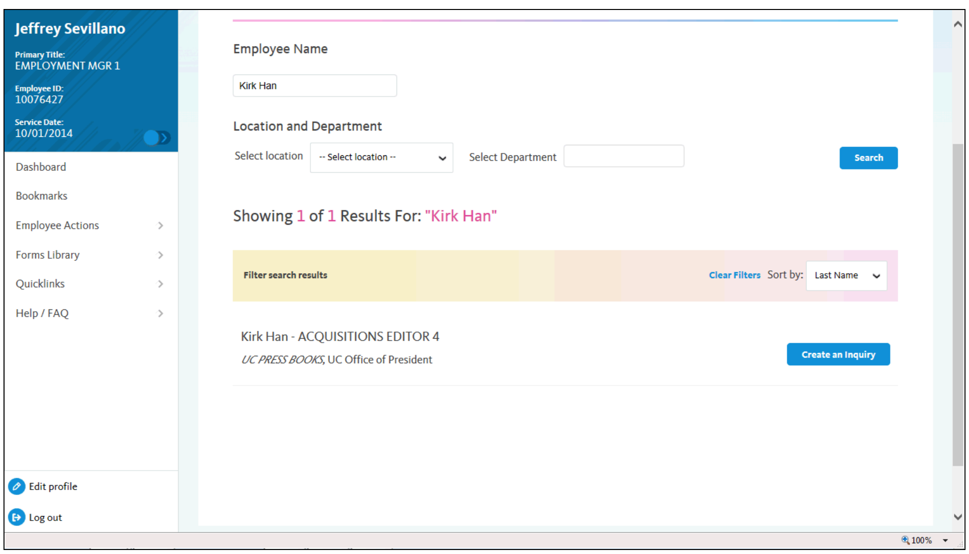
Step	Action
2.	If you are authorized to submit an inquiry for an employee, the **Ask UCPath Center, How can we help you today?** pane appears. In this example, submit a payroll question for an employee. Click the **For an Employee** button.



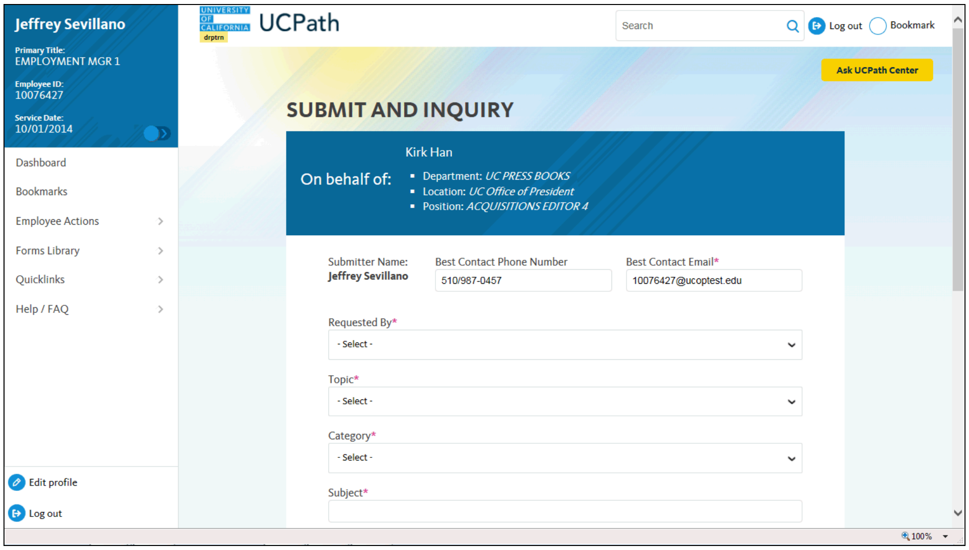
Step	Action
3.	On the **Find Employee** page, search for the employee by name or by location and department. For this example, enter **Kirk Han** in the **Employee Name** field.

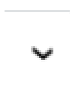
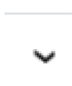


Step	Action
4.	UCPath returned one result. Click the scroll bar.

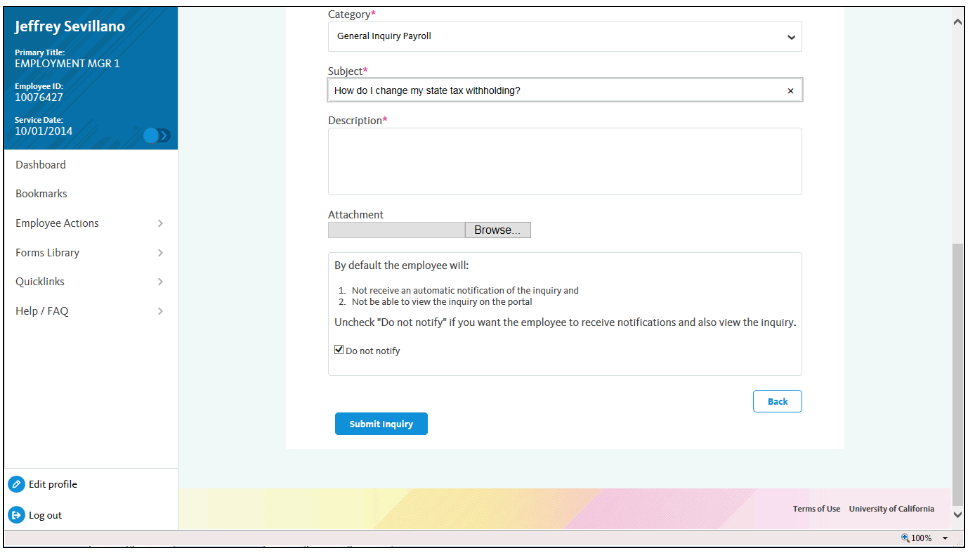


Step	Action
5.	Click the **Create an Inquiry** link. 



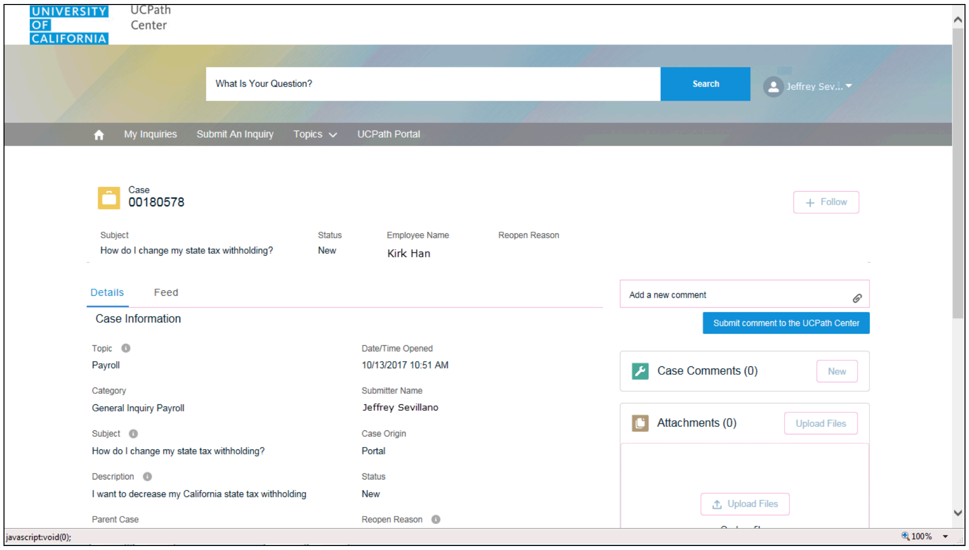
Step	Action
6.	Your phone number automatically populates the work phone number from your Salesforce record. You can override with a different number. The phone number field is a text field so it will not format with dashes or slashes. Your email automatically defaults from your Salesforce record. You can override the email by clicking in the **Best Contact Email** field and entering a new email address.
7.	Click the button to the right of the **Requested By** field. 
8.	Select the option that best describes your relationship to the employee. For this example, click the **COE** list item.
9.	Click the button to the right of the **Topic** field. 
10.	Choose the topic area associated with your inquiry. In this example click the **Payroll** list item.
11.	Click the button to the right of the **Category** field. 

Step	Action
12.	A list of categories associated with the selected topic appears. Choose the category associated with the inquiry. In this example the employee wants to decrease his state tax withholding. A question about state tax withholding is considered a general inquiry. For this example, click the **General Inquiry Payroll** list item.
13.	Click in the **Subject** field.
14.	Enter the desired information into the **Subject** field. For this example, enter **How do I change my state tax withholding?**.
15.	Click the scroll bar.



Step	Action
16.	Click in the **Description** field.
17.	Enter the desired information into the **Description** field. For this example, enter **I want to decrease**.
18.	In this example, the full **Description** was completed on your behalf.
19.	You can add an attachment when entering on behalf of others. More attachments can be added after you save the initial entry. Accepted formats include MS Office suite, PDF, JPG, TIFF, PNG or WAV.
20.	By default the **Do not notify** check box means that the employee will receive no notifications and cannot view the inquiry. If you want the employee to receive notifications and see the inquiry online, deselect the check box.

Step	Action
21.	Click the **Submit Inquiry** button. 



Step	Action
22.	A case number was assigned to the inquiry. You can review the inquiry in the **Details** sections.
23.	The submitter's name appears.
24.	You have submitted an inquiry on behalf of an employee. **End of Procedure.**