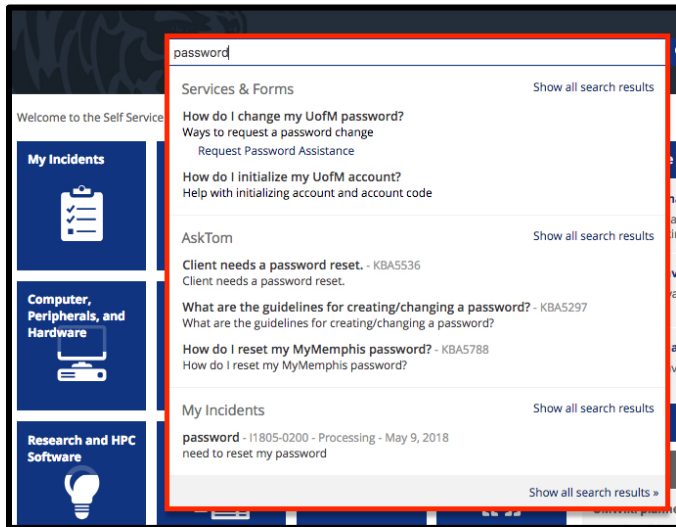## Search Bar

Typing into the search bar searches the knowledge base for answers to your question. As you type, the system automatically searches for answers that have the same word in the solution. In this example, a search for "password" has been entered and the system is showing the results it found.
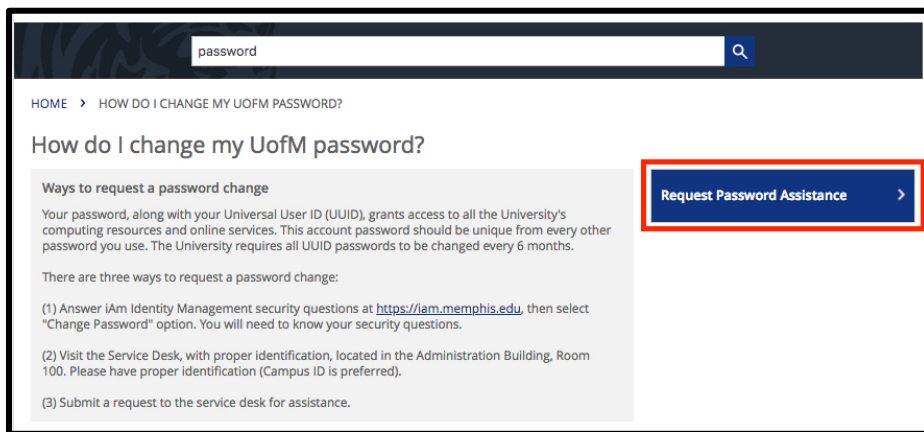

When you click on the Search Button 🔍 , **A)** templates for entering a service request will be shown followed by **B)** a listing AskTom articles, then **C)** A listing of incidents you have entered on the same topic.
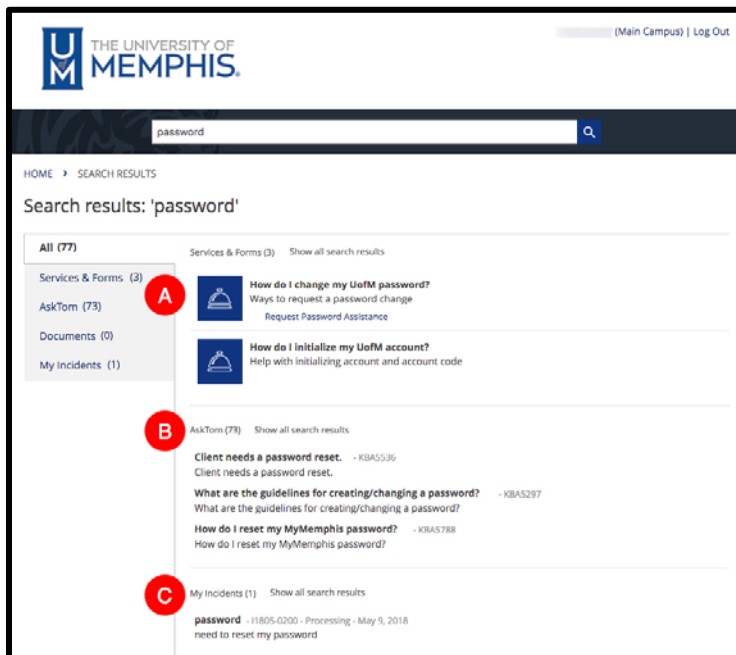
When you click on the Service Request template. In this example, "How do I change my UofM password?", is selected.
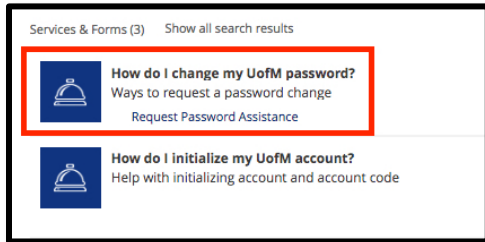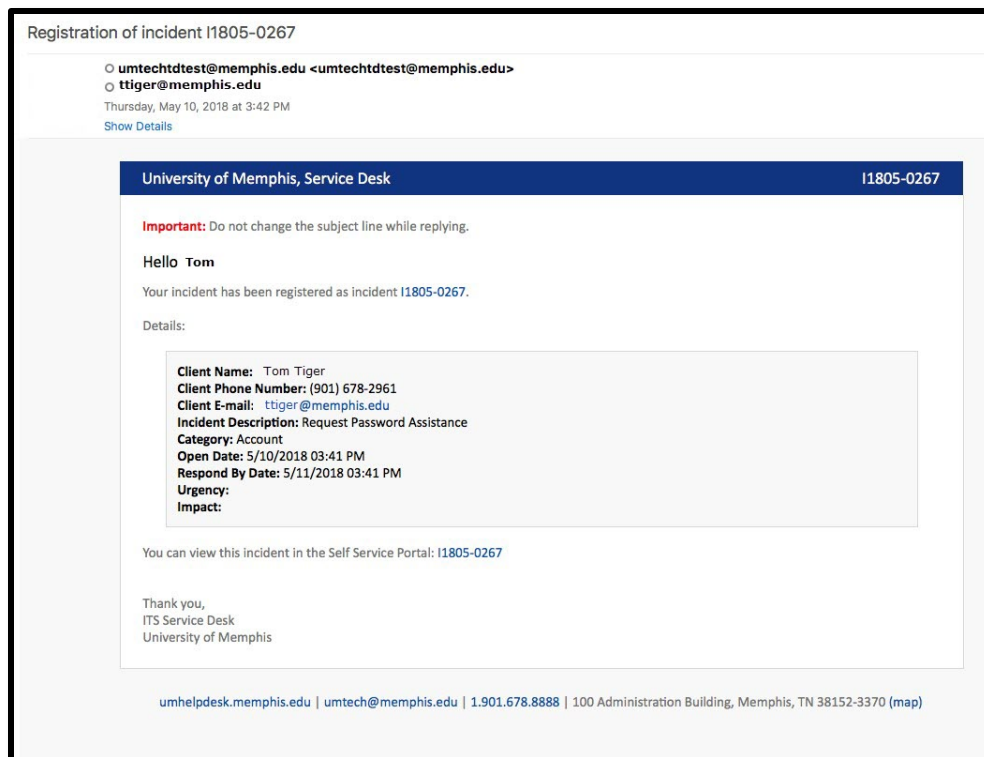
To the left, you will see answers to your question based on AskTom knowledge base articles. To the right, you will see the option to use a Template to submit a Service Request.

Enter **A)** an alternate phone number if desired, then **B)** click **Submit**.

You will receive a message verification with your service request number. Click, **Go to Home Page** to return to Self-Service home page.

An email will also be sent to you with link to your service request.