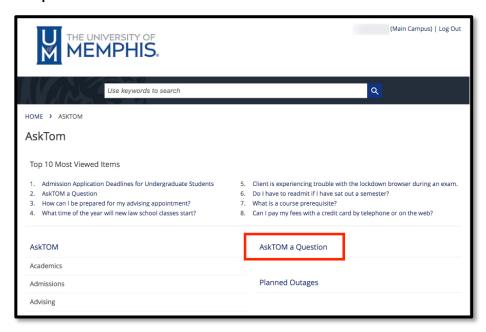
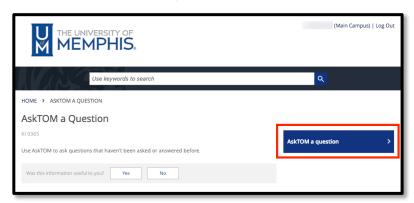


## Asking AskTom a question

1. To ask Tom a question that is not answered in Knowledge base, click **AskTom a** question.



2. Click on AskTOM a question.



3. Write a brief description in the space provided and write your question in the block. When you are finished, click Submit.





4. Your question will be assigned an incident number and a confirmation email will be sent to you. Click **Go to Home Page** to return to the self-service home page.

