How to submit a service ticket for Financial Aid

1. Visit https://support.qc.cuny.edu/
2. Click on “Create a New Ticket”:

3. Enter your email address under “Requester”:

4. Select applicable role:
5. Enter a subject and provide a detailed description of your request. Please also include your EMPLID if available:

Subject*

Description*

Attach a file (File size < 40 MB)

6. Select Financial Aid from the drop-down menu for category:

Category*

Financial Aid

7. Once Financial Aid is selected, a Sub-Category drop-down menu will appear:

Sub-Category*

Federal Aid
NY State Aid
Scholarships
Study Abroad
Other Financial Aid Issues
8. Based on the chosen sub-category, you will then be able to choose an item within the selected sub-category:

![Image of form fields for category, sub-category, and item]

9. Once submitted, an email with the ticket details will be sent to you for reference if needed at a later time. Your inquiry will automatically be directed to the appropriate staff so we can resolve your ticket as quickly as possible.