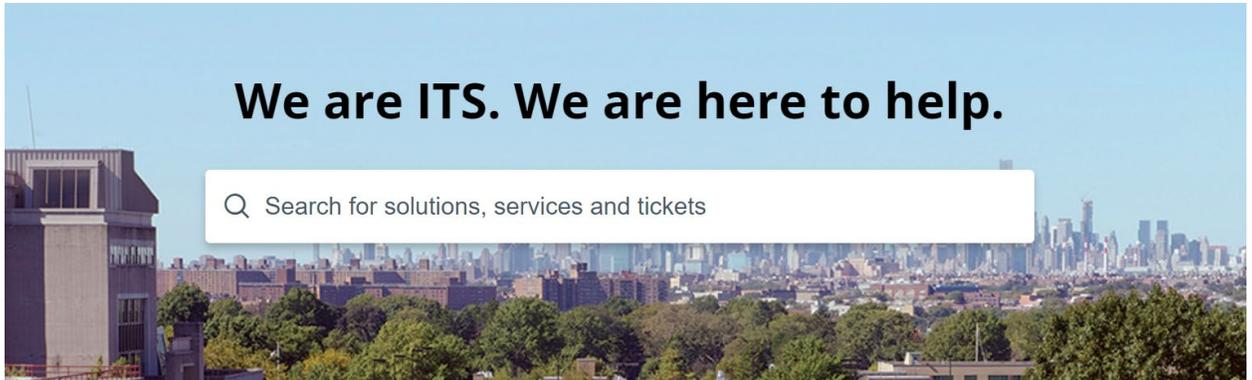


How to submit a service ticket for Financial Aid

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



Browse help articles

Look up policies or read FAQs to fix issues on your own



Create a New Ticket

Having trouble? Contact the support team

3. Enter **your** email address under “Requester”:

Requester*

Email

4. Select applicable role:

Queens College Role(s)*

Search ^

Student

Faculty

Staff

Administrator

Guest

Other v

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

Subject*

Description*

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 **Attach a file** (File size < 40 MB)

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

Category*

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

Category*

Sub-Category*

This field is required

...

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:

The image shows a form with three dropdown menus. The first dropdown is labeled "Category*" and has "Financial Aid" selected. The second dropdown is labeled "Sub-Category*" and has "Federal Aid" selected. The third dropdown is labeled "Item*" and is currently empty, with a red box around the label and a red arrow pointing to a dropdown menu. Below the "Item*" label, the text "This field is required" is displayed in red. The dropdown menu on the right lists the following options: FAFSA, Verification, Pell Grant, Loans, Work Study, and Teach Grant.

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.