

Submit a request in **Contact centre in InSIS** – the mostly used one is a General request; for specific reason check the other options:

## 1<sup>st</sup> step

### Contact centre

[My queries](#) [Searching for solution](#)

[Unprocessed queries](#) [Processed queries](#)

The table contains your submitted queries which have not been solved yet. In column Comments you can communicate with a query solver. You will be informed about new commentaries in column New.

Sel.	State	Subject	Competent person	Submitted	Process by	Query conclusion	Last change	Comments			Actions
								Total	New	Display	

No matching queries were found.

## 2<sup>nd</sup> step

### Contact centre

[My queries](#) [Searching for solution](#)

Use this part of application to search for solution of your issue using a knowledge database, eventually, submit a query to some contact centre using prepared forms.

#### Search in a knowledge database

Enter a key word of an issue which you need to solve to a search box. FAQ are found in this [application](#).

Submit a sample for search:

Forms are for lucidity divided into folders. Use navigation under this text to go back to a superior folder.

#### Forms


[General application/query](#)


[The approval of a compulsory course before the study abroad](#)


[Request to write a thesis on different department](#)


[Request to recognize a course studied outside VSE](#)


[Request to bypass prerequisite](#)


[Confirmation of completion of the study plan for final/comprehensive exam](#)


[Request to add credit vouchers](#)


[Submit a proof of previous education](#)


[Learning Agreement approval request \(approval of courses studied abroad\)](#)

[Back to student's portal](#)

[Back to Personal administration](#)

## 3<sup>rd</sup> step

- Insert the subject
- Write the reason
- Submit
- Check the resolution in the Contact centre