

ADD AN ASK.UWINDSOR LINK TO YOUR WEBSITE

The purpose of this job aid is to show you guide you in creating an effective ask.uwindsor.ca link on your website. When users visit ask.uwindsor.ca they can find answers to their questions through a Knowledge Base Article or by submitting a Service Request to be answered by our staff.

NOTE: If you are using a group email box for communication, we encourage you to use the ask.uwindsor.ca link instead to ensure Service Requests are routed to the relevant department for resolution.

[UWindsor Webpage Editing Guide](#)

Access the website that you have editing access to and go into the editor portion (You must be identified as an editor for the website to be able to make changes).

1. Remove the manage mailbox email from the webpage.
2. Go to <https://www.uwindsor.ca/uwinsite/service/300/using-askuwindsor-your-website> and use the embed code to insert the ask.UWindsor reference in your page or content block.

3. The new block on the webpage should look like the image here:






4. Use pages 3 through 6 to determine what your topic and/or subtopic may be for the bottom text line.
5. If the main topic of the website was **Scholarships** the inserted text would be **Fees and Money Matters: Scholarships**.
6. If your page does not have a specific topic to reference than remove the bottom text line.
7. If you are the editor for any of the websites containing a manage mailbox please ensure to take down the mailboxes and replace it with this ask.uwindsor.ca reference.
8. Make sure that the topic you choose is correct so the student is routed properly and their question will go into the proper queue.

SERVICE REQUEST ROUTING REFERENCE




Key Points

- Service requests are automatically routed based on the source, persona, and topic.
- The tables shown on pages 3 - 6 outline UWinsite Service's automatic routing. Service requests that are categorized under topics with an asterisk (*) beside them are routed outside of the UWinsite Service system. These types of service requests are automatically closed; the Status is set to Solved and the Resolution is set to Transferred External to UWinsite Service.
- Service requests can be re-routed if required.
- Before categorizing a service request, validate that your selection will route it to the appropriate mailbox and/or queue.

SERVICE REQUEST ROUTING REFERENCE

 Topic	 Mailbox	 Queue
Accommodation – All*	resservices@uwindsor.ca*	Residential Services*
Admissions Admissions – Education Admissions – Graduate Admissions – High School Admissions – International Undergraduate Admissions – International Graduate Admissions – Law Admissions – Non-degree/Guest Applicants Admissions – Transfer Students	admissions@uwindsor.ca admissions@uwindsor.ca gradadmit@uwindsor.ca admissions@uwindsor.ca intladmit@uwindsor.ca gradadmit@uwindsor.ca lawadmit@uwindsor.ca admissions@uwindsor.ca admissions@uwindsor.ca	Admissions – General Questions Admissions – Education Admissions – Graduate Admissions – Undergraduate Admissions – International Admissions – Graduate Admissions – Law Admissions – General Questions Admissions – General Questions
Applying Applying – Application Status Applying – Education Applying – Exchange Applicants Applying – Graduate Course-based Research-based Applying – High School Applying – International Credentials Applying – Law Applying – Non-degree/Guest Applicants Applying – Former Students Applying – Transfer Students	admissions@uwindsor.ca admissions@uwindsor.ca admissions@uwindsor.ca admissions@uwindsor.ca gradadmit@uwindsor.ca apply@uwindsor.ca admissions@uwindsor.ca admissions@uwindsor.ca intladmit@uwindsor.ca lawadmit@uwindsor.ca admissions@uwindsor.ca admissions@uwindsor.ca admissions@uwindsor.ca	Admissions - General Questions Admissions – General Questions Admissions – General Questions Admissions – General Questions Admissions – Graduate Admissions – Course-based Masters Admissions – Graduate Admissions – Undergraduate Admissions – International Admissions – Law Admissions – General Questions Admissions – General Questions Admissions – General Questions
Career Services – All*	careerservices@uwindsor.ca*	Career Services*
Content Request	N/A	Student Portal Feedback
Fees and Money Matters* Fees and Money Matters – Fees* Fees and Money Matters – Fees – Registrar's Office Fees and Money Matters – Financial Aid* Fees and Money Matters – Scholarships*	cashiers@uwindsor.ca* cashiers@uwindsor.ca* registrar@uwindsor.ca award1@uwindsor.ca* award1@uwindsor.ca*	Cashiers* Cashiers* Registrar – General Awards* Awards*
Getting Started at UWindsor	Info@uwindsor.ca	Recruitment - General Questions
Graduation and Beyond Graduation and Beyond – Alumni Benefits* Graduation and Beyond – Graduation Information Graduation and Beyond – Supporting UWindsor*	registrar@uwindsor.ca alumni@uwindsor.ca* registrar@uwindsor.ca alumni@uwindsor.ca*	Registrar – Convocation Alumni* Registrar – Convocation Alumni*

SERVICE REQUEST ROUTING REFERENCE

 Topic	 Mailbox	 Queue
Internationalization* Internationalization - International Student Support*	vpintl@uwindsor.ca* isc@uwindsor.ca*	VP – International Development* ISC – International*
Student Life Campus Facilities Campus Recreation* Clubs and Societies Intramural Sports* Orientation* Transport Windsor Community	info@uwindsor.ca info@uwindsor.ca camprec@uwindsor.ca* info@uwindsor.ca intramurals@uwindsor.ca* orientation@uwindsor.ca* info@uwindsor.ca info@uwindsor.ca	Recruitment – General Questions Recruitment – General Questions Campus Recreation* Recruitment – General Questions Sports* Orientation* Recruitment – General Questions Recruitment – General Questions
Student Services* Aboriginal Education Services* Accessibility* Health and Wellness* Undergraduate Students* Part-Time Students* Graduate Students* IT Services* Counselling Services*	studentexperience@uwindsor.ca* turtleisland@uwindsor.ca* accessibility@uwindsor.ca* studenthealth@uwindsor.ca* uwsa@uwindsor.ca* opus@uwindsor.ca* sgpsea@uwindsor.ca* its-servicedesk@uwindsor.ca* scc@uwindsor.ca*	Student Services* Student Services* Student Services* Student Services* Student Services* Student Services* ITS* Student Services*
Transcripts and Documentation Add/Drop Course Change Form Application for Alternative Final Examination(s) Declaration of Second Degree Duplicate Diploma Request Enrollment Certificate Grade Appeal Request Graduation Eligibility Letter Letter of Invitation Letter of Permission Transcript Other	registrar@uwindsor.ca registrar@uwindsor.ca registrar@uwindsor.ca registrar@uwindsor.ca registrar@uwindsor.ca registrar@uwindsor.ca registrar@uwindsor.ca registrar@uwindsor.ca registrar@uwindsor.ca registrar@uwindsor.ca registrar@uwindsor.ca registrar@uwindsor.ca	Registrar – Transcripts and Documentation Registrar – Add/Drop Course Change Form Registrar – Application for Alternative Final Examination(s) Registrar – Declaration of Second Degree Registrar – Duplicate Diploma Request Registrar – Enrollment Certificate Registrar – Grade Appeal Request Registrar – Graduation Eligibility Letter Registrar – Letter of Invitation Registrar – Letter of Permission Registrar – Transcript Registrar – Other Documents
University Essentials Academic Advising* Academic Advising – Department Specific* Exam Information Program Changes Course Changes Registering for Courses	registrar@uwindsor.ca advising@uwindsor.ca* Department Specific Emails* registrar@uwindsor.ca registrar@uwindsor.ca registrar@uwindsor.ca registrar@uwindsor.ca	Registrar – General Advising* Advising – [Name of Department]* Registrar – Scheduling Registrar – General Registrar – General Registrar – General

SERVICE REQUEST ROUTING REFERENCE

 Topic	 Mailbox	 Queue
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Topic	Mailbox	Queue
Varsity Sports*	lancers@uwindsor.ca	Sports*
What to Study	info@uwindsor.ca	Recruitment - General Questions
Arts, Humanities and Social Sciences	info@uwindsor.ca	Recruitment – FAHSS
Undergraduate	info@uwindsor.ca	Recruitment – FAHSS
Graduate*	gradst@uwindsor.ca*	Recruitment – Graduate*
Argumentation Studies (PhD)*	argstudies@uwindsor.ca*	Recruitment – Graduate*
Communication and Social Justice (MA)*	cmf@uwindsor.ca*	Recruitment – Graduate*
Criminology (MA)*	gradsoc@uwindsor.ca*	Recruitment – Graduate*
English (MA)*	englishgrad@uwindsor.ca*	Recruitment – Graduate*
Film and Media Arts (MFA)*	soca@uwindsor.ca*	Recruitment – Graduate*
History (MA)*	history@uwindsor.ca*	Recruitment – Graduate*
Philosophy (MA)*	philos@uwindsor.ca*	Recruitment – Graduate*
Political Science (MA)*	poliscigrad@uwindsor.ca*	Recruitment – Graduate*
Psychology (PhD and MA)*	psychology@uwindsor.ca*	Recruitment – Graduate*
Social Work (PhD, MSW, and MSW/JD)*	socwork@uwindsor.ca*	Recruitment – Graduate*
Sociology (PhD and MA)*	gradsoc@uwindsor.ca*	Recruitment – Graduate*
Visual Arts (MFA)*	soca@uwindsor.ca*	Recruitment – Graduate*
Business	info@uwindsor.ca	Recruitment – Business
Undergraduate	info@uwindsor.ca	Recruitment – Business
Graduate*	gradst@uwindsor.ca*	Recruitment – Graduate*
Business Administration (MBA, MBA/JD)*	mba@uwindsor.ca*	Recruitment – Graduate*
Management (MM)	apply@uwindsor.ca	Recruitment – Graduate (Course-based)
Co-operative Education*	cooped@uwindsor.ca*	Co-Operative Education*
Continuing Education*	cepe@uwindsor.ca*	CEPE*
Education	info@uwindsor.ca	Recruitment – Education
Undergraduate	info@uwindsor.ca	Recruitment – Education
Graduate*	gradst@uwindsor.ca*	Recruitment – Graduate*
Education and Educational Studies (MEd and joint PhD)*	education@uwindsor.ca*	Recruitment – Graduate*
Education and Educational Studies (MEd International cohort)	apply@uwindsor.ca	Recruitment – Graduate (Course-based)
Engineering	info@uwindsor.ca	Recruitment – Engineering
Undergraduate	info@uwindsor.ca	Recruitment – Engineering
Graduate*	gradst@uwindsor.ca*	Recruitment – Graduate*
Automotive Engineering (International MASC)	JMDtorino@uwindsor.ca	Recruitment – Graduate*
Civil Engineering (PhD, MASC)	ceeng@uwindsor.ca	Recruitment – Graduate*
Civil Engineering (MEng)	apply@uwindsor.ca	Recruitment – Graduate (Course-based)
Electrical Engineering (PhD, MASC)	gradece@uwindsor.ca	Recruitment – Graduate*
Electrical Engineering (MEng)	apply@uwindsor.ca	Recruitment – Graduate (Course-based)
Engineering Management (MEM)	mem@uwindsor.ca	Recruitment – Graduate*
Engineering Materials (PhD, MASC)	mats@uwindsor.ca	Recruitment – Graduate*
Engineering Materials (MEng)	apply@uwindsor.ca	Recruitment – Graduate (Course-based)

SERVICE REQUEST ROUTING REFERENCE

 Topic	 Mailbox	 Queue
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What to Study continued...

Environmental Engineering (PhD, MAsC)
 Environmental Engineering (MEng)
 Environmental Science (PhD and MSc)
 Industrial Engineering (MAsC)
 Industrial Engineering (MEng)
 Industrial and Manufacturing Systems Engineering (PhD)
 Mechanical Engineering (PhD, MAsC)
 Mechanical Engineering (Meng)

ceeng@uwindsor.ca*
 apply@uwindsor.ca
 glier@uwindsor.ca*
 imsegradstudies@uwindsor.ca*
 apply@uwindsor.ca
 imsegradstudies@uwindsor.ca*
 mech@uwindsor.ca*
 apply@uwindsor.ca

Recruitment – Graduate*
 Recruitment – Graduate (Course-based)
 Recruitment – Graduate*
 Recruitment – Graduate*
 Recruitment – Graduate (Course-based)
 Recruitment – Graduate*
 Recruitment – Graduate*
 Recruitment – Graduate (Course-based)

Exchange Programs*

Graduate Education*

Course-based
 Research-based*

Human Kinetics

Undergraduate
 Graduate*

International Pathway Programs*

Language Programs (ELIP)*

Law

Graduate*

Nursing

Undergraduate
 Graduate*

Science

Undergraduate
 Graduate*
 Actuarial Science (MActSc)
 Applied Computing (MAC)
 Applied Economics and Policy (MAEP)
 Biological Sciences (PhD and MSc)*
 Chemistry and Biochemistry (PhD and MSc)*
 Computer Science (PhD and MSc)*
 Earth Sciences (PhD and MSc)*
 Economics (MA)*
 Mathematics and Statistics (PhD and MSc)*
 Medical Biotechnology (MMB)
 Physics (PhD and MSc)*

exchange@uwindsor.ca
 gradst@uwindsor.ca*
 apply@uwindsor.ca
 gradst@uwindsor.ca*
 info@uwindsor.ca
 info@uwindsor.ca
 hkgrad@uwindsor.ca*
 cepe@uwindsor.ca*
 celd@uwindsor.ca*
 info@uwindsor.ca
 gradlawinfo@uwindsor.ca*
 info@uwindsor.ca
 info@uwindsor.ca
 nurse@uwindsor.ca*
 info@uwindsor.ca
 info@uwindsor.ca
 gradst@uwindsor.ca*
 apply@uwindsor.ca
 apply@uwindsor.ca
 apply@uwindsor.ca
 biosci@uwindsor.ca*
 chembio@uwindsor.ca*
 csgradinfo@uwindsor.ca*
 earthgrad@uwindsor.ca*
 economics@uwindsor.ca*
 mthsta1@uwindsor.ca*
 apply@uwindsor.ca
 physics@uwindsor.ca*

Exchange Programs*

Recruitment – Graduate*

Recruitment – Graduate (Course-based)
 Recruitment – Graduate*
 Recruitment – Human Kinetics
 Recruitment - Human Kinetics
 Recruitment – Graduate*

CEPE*

Recruitment – Continuing Education*

Recruitment - Law

Recruitment – Law*

Recruitment - Nursing

Recruitment – Nursing
 Recruitment – Graduate*

Recruitment - Science

Recruitment – Science
 Recruitment – Graduate*
 Recruitment – Graduate (Course-based)
 Recruitment – Graduate (Course-based)
 Recruitment – Graduate (Course-based)
 Recruitment – Graduate*
 Recruitment – Graduate*
 Recruitment – Graduate*
 Recruitment – Graduate*
 Recruitment – Graduate*
 Recruitment – Graduate*
 Recruitment – Graduate*
 Recruitment – Graduate (Course-based)
 Recruitment – Graduate*