Financial Services
Date: February, 2013

This job aid is specific to finance questions.

FastInfo (FI) is a knowledge database for UNM Staff, Faculty and retirees. StudentInfo is a knowledge database for Students.

To search FastInfo go to:

1. Go to [https://unm.custhelp.com/](https://unm.custhelp.com/)
2. In the ‘Find the answer to your question’ field - enter keywords, or if known, you enter the FastInfo Answer ID number.
3. Select ‘Search’
4. To narrow the search select the ‘Advanced Search’ hyperlink

5. A dialog box will open that will allow you to limit by category your search:

6. Enter keywords in the Search Terms field.
7. In the ‘Limit by category’ field select a category from the drop down. If unsure, Select ‘Administrative Finance – STAFF ONLY’.
   a. Example, we are searching for the Month End Schedule:

8. Select OK and then Search –
   a. Results:

9. You can continue to modify your search by changing the keyword(s) or category.

10. If you do not find your answer, you can ‘Ask a Question’. Click the hyperlink in the ‘Contact Us’ box:

11. To be notified of any updates for any FastInfo Answer, select the notify option at the bottom of every FI answer:

12. Please provide feedback about any of the FastInfo answers by submitting a Rating to the Q&A’s.

   Anything less than 3 stars will prompt a dialog box, please enter comments and suggestions. You will hear back from us once the AAQ is updated.

***End***