

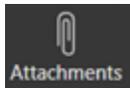
## Troubleshooting Eforms

### First, check:

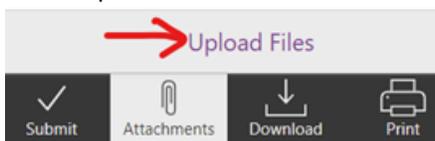
- Browser you are using is Chrome, Firefox or Edge.
- Make sure the form is open in Forms folder or Inbox (not your “Activity” folder).
- The file type of the attachment is one of the following: .jpg, .tif, .pdf, .xps, .jpeg, .png, .tiff, .bmp, .gif
- It is best not to use your phone.... Try using a desktop or laptop computer.

### Steps to Attach:

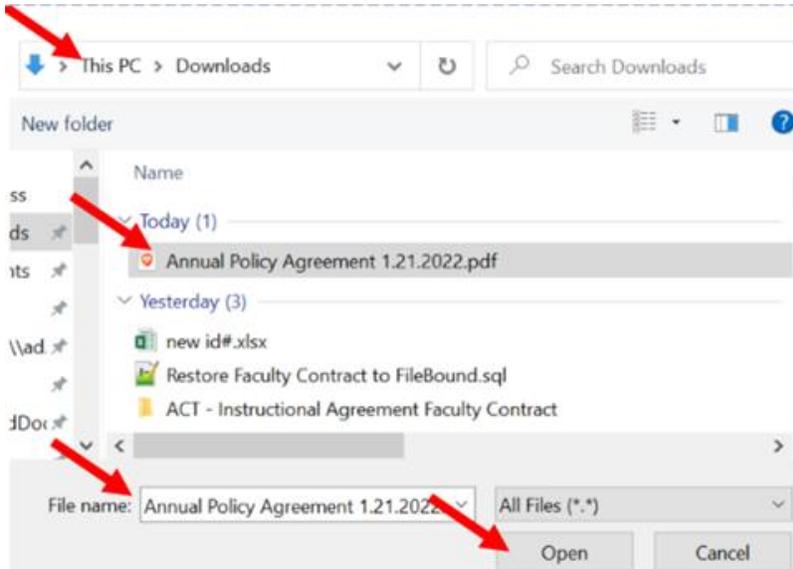
- Open the form
- Click the paperclip icon at the bottom of the page.



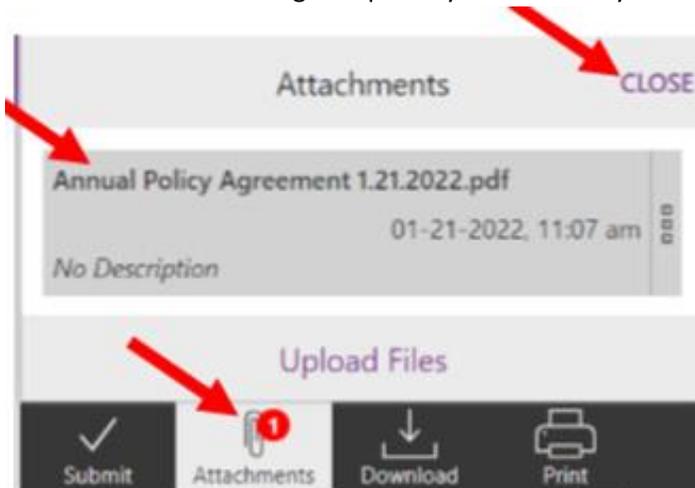
- Click “Upload Files”



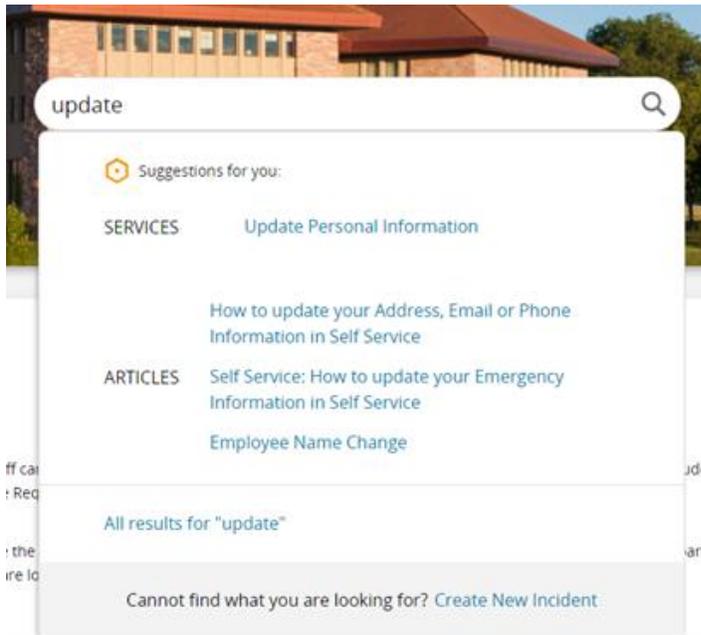
- Find the file saved on the computer and then click “Open”. For example:



- That’s it. The file is now added to the form. You can verify by looking at the list of items attached and you will see a number in Red showing the quantity of the items you attached. Now close the Attachments window,

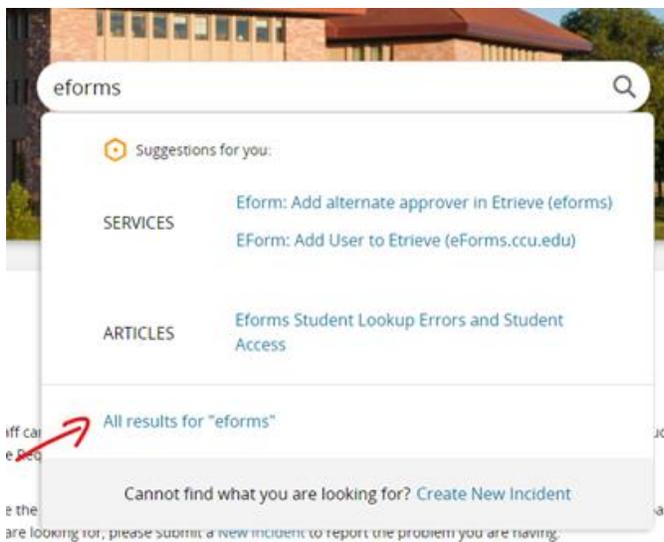
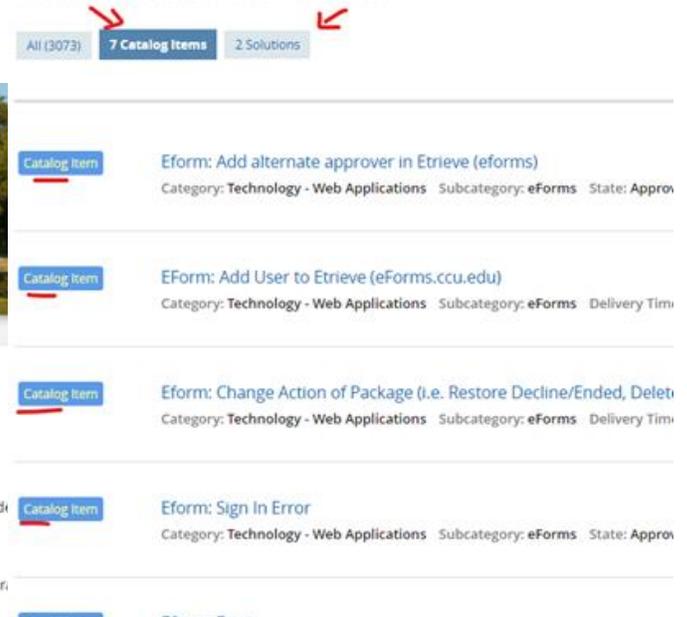


- If you need further help with your eForms, please go to CCU Connect online and type in Service Desk. Once on the Service Desk tool page you can use the search bar to help you locate the help you need.
- If you need to update personal information (such as you notice your date of birth is incorrect), type update in the search bar:



- If you don't see a result right away that matches your need, click "All results..." link for more options.
- If you need to change personal information, please click "update personal information" and fill out the ticket. Be as descriptive as possible with information about the issue. Attach files if needed. For example, if your date of birth has been entered incorrectly, please attach proof of your correct date of birth. Click "request item" in the top right hand corner.
- You may also use the search word "eforms".

### Search Results for "eforms"



- If you don't see what you need in the dropdown menu, click "All results for eforms"
- Click on the catalogue item that best fits your issue and fill in the ticket as completely as possible and then click "request Item" in the top right hand corner.