Who do I turn to if I have problems?

General guidance

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To your advisor. There is an advisor that has a mission to accompany, guide, lead and take care of your needs and those from your partner(s) group, so it is essential to identify and take note of his/her name to contact him/her.

What to do if I have problems?

To give you the best assistance in the shortest time possible, we emphasize the principle of timely communication. Do not hesitate to communicate your difficulties, needs, comments or concerns to your advisor as soon as they submit on. The longer you wait, the longer it will take to give you a response.

Comments or academic doubts

What are they about?

Academic doubts are those related to content writing, procedures or guidelines for carrying out the activities and related clarifications with feedback and/or accreditations, suggestions and/or constructive comments.

To whom and how?

Contact your advisor through the system of “send message” on platform. Consider that the availability to handle cases, where the need is not derived from an action or omission attributable to the work of the advisor, are from Monday to Friday.

It is possible that you may find an advisor online while working in the platform, however, to maintain proper order and a correct monitoring/tracing of your progress, difficulties and needs, we ask you to supply/canalize your requests only to your advisor.

Advisor Responsibilities

Once you canalize your request, your advisor will let you know is aware of your report within the next 24 hours. For comments and results of the activity, your advisor will have to feedback your work within the next 48 hours, from the date and time recorder in your submission. If your advisor would not be able to feedback your work during the deadline because of an extraordinary situation, he must let you know the reasons why. The additional time for give you the results of an activity will not exceed 24 hours.

What to do if the advisor does not respond to your communications and doubts?

If after making contact with your advisor did not have a reply within the time established, you can make a report of the situation to the monitor of e-UAEM by email:
monitor.euaem@uaem.mx

Write down as the subject of your message: “Absence of the advisor”. Remember to include your personal details, the name of your advisor and academic difficulty that is being presented.

Doubts or comments of technical nature

What are they about?

It is considered doubts of technical nature those that are related to all the difficulties of access and performance of the platform, content and/or material support.

To whom and how?

Make a report with the details of your situation and send it by email to the technical support area, whose address is:

soporte.cpel@uaem.mx

Do not forget to make a copy of this message to your advisor to be aware of your situation.

Technical support responsibilities

Once emitting your communication, support area will provide the results of diagnosis in a period not exceeding 24 hours (maximum period which traces the origin of a difficulty, extent and possible solutions).

Most of the problems can be solved in a very short amount of time being that, generally, they are problems in the computer or home network you work, the type of browser used and/or plug-ins installed, however, if the diagnosis determines a major problem, you and your partners will be notified and, in conjunction with advisers, agree on a strategy to follow to maintain continuity of the course and the activities while the situation normalizes.

What if technical support is not responding to questions and communications?

If after emitting your report there is not response from the technical support area in the lapse provided, you can make a report of the situation to the monitor of e-UAEM by email:

monitor.euaem@uaem.mx

Write down as subject of your message: “Absence of technical support”. Do not forget to include your personal data and the technical difficulty that is being presented.