

'CANES CENTRAL

'Canes Central brings together the front-of-the-house operations for the Registrar, Financial Aid, and Student Accounts—as well as student Cane Card operations—into a single, centralized location. This student-centric department provides the University of Miami community with concentrated, service-oriented support across a broad range of issues in a forum that provides timely responses and comprehensive solutions.

The 'Canes Central team consists of highly-trained professionals who can answer questions across each of the four core areas of operation. 'Canes Central team members use a holistic approach to address student questions, and they use cutting-edge technology to connect with students in ways that align with their daily lives. These connections are accomplished through a multi-modal approach via in-person exchanges, phone calls, e-mails, virtual tickets, online self-help resources, and referrals, and in a convenient location situated on the first floor of the Student Services Building, located behind the Lowe Art Museum and across the canal from the Miami Herbert Business School.

'Canes Central strives to provide world-class service and student-centered care. Visit 'Canes Central any time!

5 Ways to Connect

1. **Get Help With ...**

- Access a robust knowledge base of online self-help articles and search for the answers to your questions 24 hours a day, 7 days a week, by clicking the “Get Help With ...” link at <https://canescentral.miami.edu>

2. **Submit a Case**

- If you are unable to find the right answers through the “Get Help With ...” self-help tool, follow the steps on the “Submit a Case” page at <https://canescentral.miami.edu> to reach out to the 'Canes Central team at any time

3. **Phone**

- Speak live with a 'Canes Central team member by calling (305) 284-IBIS between 8:30 a.m. – 5:00 p.m., Monday through Friday

4. **E-mail**

- You are welcome to e-mail 'Canes Central any time at canescentral@miami.edu; however, it is highly recommended you instead use the “Submit a Case” function mentioned above as it provides more detailed information to the 'Canes Central team and allows you to better track each of your 'Canes Central interactions

5. **In person**

- Beginning on August 1, 2020, walk in to the 'Canes Central space between the times listed below:
 - Monday = 8:30 a.m. – 5:00 p.m.
 - Tuesday = 8:30 a.m. – 5:00 p.m.
 - Wednesday = 8:30 a.m. – 5:00 p.m.
 - Thursday = 10:00 a.m. – 5:00 p.m.
 - Friday = 8:30 a.m. – 5:00 p.m.
- *Note: Saturday hours are available from 1:00 p.m. – 5:00 p.m. the weekend before and the first weekend of each new semester*