

# Manual Verification Guide

How to contact SheerID Support for the ChatGPT Student Offer

## 1. Prepare Your Documents

Before emailing support, you must have official documentation proving your current academic enrollment. Ensure you have at least one clear, unedited photo or screenshot of a school-issued document showing:

- Your full name
- Your school's name
- A date within the current academic term

**Acceptable documents typically include:** A current class schedule, a tuition receipt for the current semester, an official enrollment letter from your registrar, or a student ID card (only if it has an expiration date for the current academic year).

## 2. Email Template

Copy the template below, fill in your details within the brackets, and remember to **attach your document(s)** to the email.

**To:** customerservice@sheerid.com

**Subject:** Manual Student Verification Request - ChatGPT Offer

Hi SheerID Support,

I am trying to claim the ChatGPT student offer but encountered a verification error. I would like to manually verify my student status.

I have attached my official documentation confirming my current enrollment. My details are as follows:

- **Full name:** [Your Full Name]
- **Student email address:** [Your .edu or school email address]
- **School Name:** [Your University/School Name]
- **Date of Birth:** [Your Date of Birth]

Please let me know if you need any additional information to process my verification.

Thank you,

[Your Name]

### 3. Next Steps

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Once you send the email to [customerservice@sheerid.com](mailto:customerservice@sheerid.com) with your documents attached, the SheerID support team will review your request. Please note that support is provided in English and it may take a few business days to receive a response.