

# **DIVISION OF INFORMATION TECHNOLOGY**



# SERVICE DESK

- The Service Desk can help answer questions, reset passwords, troubleshoot issues and more.
  - Hours: Monday – Friday, 8 a.m.-6 p.m.
  - Number: (803) 777-1800

# SC.EDU/ITHELP

- Live Chat Support
  - Monday- Friday, 9:30 a.m. – 4:30 p.m.
- Knowledge Base
  - Students can use the Knowledge Base to browse and search for articles that help them solve their own technology issues. For example, there are detailed instructions on how to change passwords and download Office 365.
- Submit a ticket
  - Instead of calling, students can submit a ticket to ask for help.

# CAROLINA TECH ZONE

- The Carolina Tech Zone offers free hands-on technology support to students.
- Regular semester hours: Monday – Friday, 8 a.m. – 6 p.m.
  - Will resume services when campus reopens in August
- Location: Byrnes Building, 901 Sumter St., Suite 119 (beside elevators)
- The Carolina Tech Zone can assist students with:
  - Connecting devices to WiFi
  - Installing software
  - Removing viruses and malware
  - Hardware diagnostics and more

# OFFICE 365

- Students have FREE access to Office 365
  - Office 365 can be downloaded by logging on to **portal.office.com**
  - Students must use their Network Username and password to access Office 365
    - This is the portion of your email address before the @ symbol
  - Students receive five free licenses to use on any personal device

# COMPUTERS

- Certain schools and colleges could require a certain type of computer (Windows vs. Mac, etc.)
- **Call your school or college** to get computer recommendations. The DoIT cannot make those recommendations.
- Dell and Apple offer great discounts to students:
  - [Dell.com/usc](http://Dell.com/usc)
  - [Apple.com](http://Apple.com) -> shop for college

# STUDENT NETWORK AND ANTI-VIRUS

- Students should always be connected to the secure “uscstudent” network
  - Students must use their Network Username and password to access “uscstudent”
- Anti-virus software is required on all personal computers that connect to a university network
  - Anti-virus software can be installed for free at the Carolina Tech Zone
  - Students can also view free options listed on the DoIT website

# REMOTE LEARNING RESOURCES

- If you are taking online classes here are your options for support:
  - DoIT Service Desk: 803-777-1800, M-F, 8 a.m. – 6 p.m.
  - DoIT Service Portal: [sc.edu/ithelp](https://sc.edu/ithelp)
  - DoIT Service Portal Chat Feature: M-F 9:30 a.m.- 4:30 p.m.
  - Blackboard 24/7 Support: <https://www.blackboard.com/support>
  - DoIT Knowledge Base (troubleshooting articles): [sc.edu/ithelp](https://sc.edu/ithelp)

# THANKS!

Service Desk: 803-777-1800

Website: [sc.edu/it](https://sc.edu/it)

