SCE Office Tips: Getting IT Help

**Computers**

https://help.unc.edu/

919-962-HELP

For all computer and smart phone issues including questions about Outlook, applications, software and connectivity, always try the live chat option first. If they cannot help you, they will drop a ticket in to the Service Center to assist further. If you don’t have connection, ask a friend to put in a ticket for you, or you can call the Help Desk at 919-962-HELP.

**In-House Digital Items**

https://fo.unc.edu/sce/it/

For in-house digital display boards or other digital equipment needs, or if you couldn’t find the help you needed at Live Chat, please submit a ticket through the SCE IT site. Your request will be taken care of as soon as possible.

These methods will provide you with the most expedient service and enable the IT staff to pool resources from other locations during periods of increased demand.

**Other Self-Help Resources**

- Click icon to launch Google.
- Click icon to launch YouTube.
- Click icon to launch UNC’s Lynda account, which provides online training.
- You may also find help resources within the application itself.

Also, don’t forget your workmates are here to help!