How to Get Help When Working Remotely

There are resources available to assist you when working remotely.

What to do if you need help:

Should you need assistance while working remotely, you have several options.

- Call 919-962-HELP
- Contact a colleague and ask for assistance or share tips and knowledge.
- Submit a Service Request: https://help.unc.edu

Do you have what it takes?

Connectivity Requirements/Suggestions for working remotely.

- Internet Access (high speed connection- at least 200Mbps).
- Wi-Fi (Wireless Network).
- Access to your Wi-Fi password
- Telephone (landline or cellphone).
- University-provided laptop or personal workstation configured with MS Office 365, VPN and standard productivity tools.
- Headphone or Earbuds for participating in online meetings.
- Access to special software used on site.
  Please consult with IT support if you need to access software remotely.

Submitting a Service Request

1. Go to https://help.unc.edu to submit a request.
2. Select Something’s Broken from the options. You will be prompted to enter your Onyen and Password.

   Something’s Broken

   Contact the Service Desk to report an issue or ask a question.

   • Chat: Click the blue speech bubble
   • Walk-in
   • Call 919-962-HELP

   Something’s Broken

3. Complete the required fields in the service request. Some fields may auto-populate. Under “Preferred contact information” be sure to provide the phone number at which you would like to be contacted.

   Preferred contact information

   Please include your preferred email address or phone number so we can follow-up with you concerning the issue(s) you are experiencing.

Additional Information:

- ITS and F&O IT have tools to remotely support your workstation. We ask that you first contact ITS as they are the experts in many of the teleworking applications and resources such as VPN.
- Service Requests that cannot be resolved by ITS will be routed to F&O IT staff for resolution.