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HOW TO

*get connected
with
tech support*



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- 1.** Virtual learning poses many challenges, especially when it comes to the technology we are using.
- 2.** Good news: UC San Diego offers a variety of support resources to assist every level of computer user.
- 3.** A great place to start when you have technology issues is the **Self-Service Portal** (<https://support.ucsd.edu/its>)

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4. There, you can submit your request for help, report something broken, or find very helpful “how-to” information and articles.

5. Can't find an answer to your question on their website?
You can email ITS –
servicedesk@ucsd.edu

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6. Prefer to talk on the phone?

Call ITs at (858) 246-4357

- Phone support hours are
7 a.m. - 10 p.m.,
Monday through Friday
- After hours on-call support is
available from 10:01 p.m. - 6:59
a.m. weekdays and all day on
weekends.

7. For tips on how to set up your

computer, check out -

*[https://blink.ucsd.edu/technology/
computers/basics/setup/index.html](https://blink.ucsd.edu/technology/computers/basics/setup/index.html)*

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8. To make remote learning easier, UCSD also offers laptop loan services for students who don't have access to a computer. You can request one here - <https://eforms.ucsd.edu/view.php?id=490887>

9. Want to learn more about using platforms like Canvas? Confused about VPN? Need more information on navigating technology? Check out our "Student Success in Virtual Environment" course on UC San Diego Online!

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***Interested in more tips
and tricks how to get
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support? Head to
"Student Success in a
Virtual Environment" via
UC San Diego Online to
learn more!***

tinyurl.com/studentsuccessvirtualenvt

link is also in [@ispo.ucsd](https://twitter.com/ispo.ucsd) bio

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