



HOW TO ACCESS TO IT STUDENT SUPPORT



UP International College

Experiencing IT issues and Need Help?

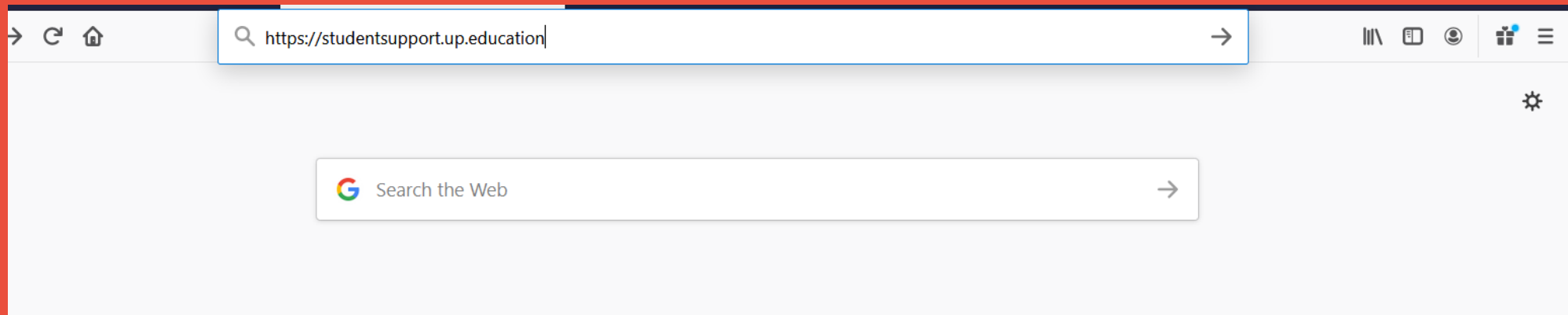
To get online support:

You will need

1. Google or Internet Explorer
2. Student ID
3. Weblink
<https://itsupport.up.education>



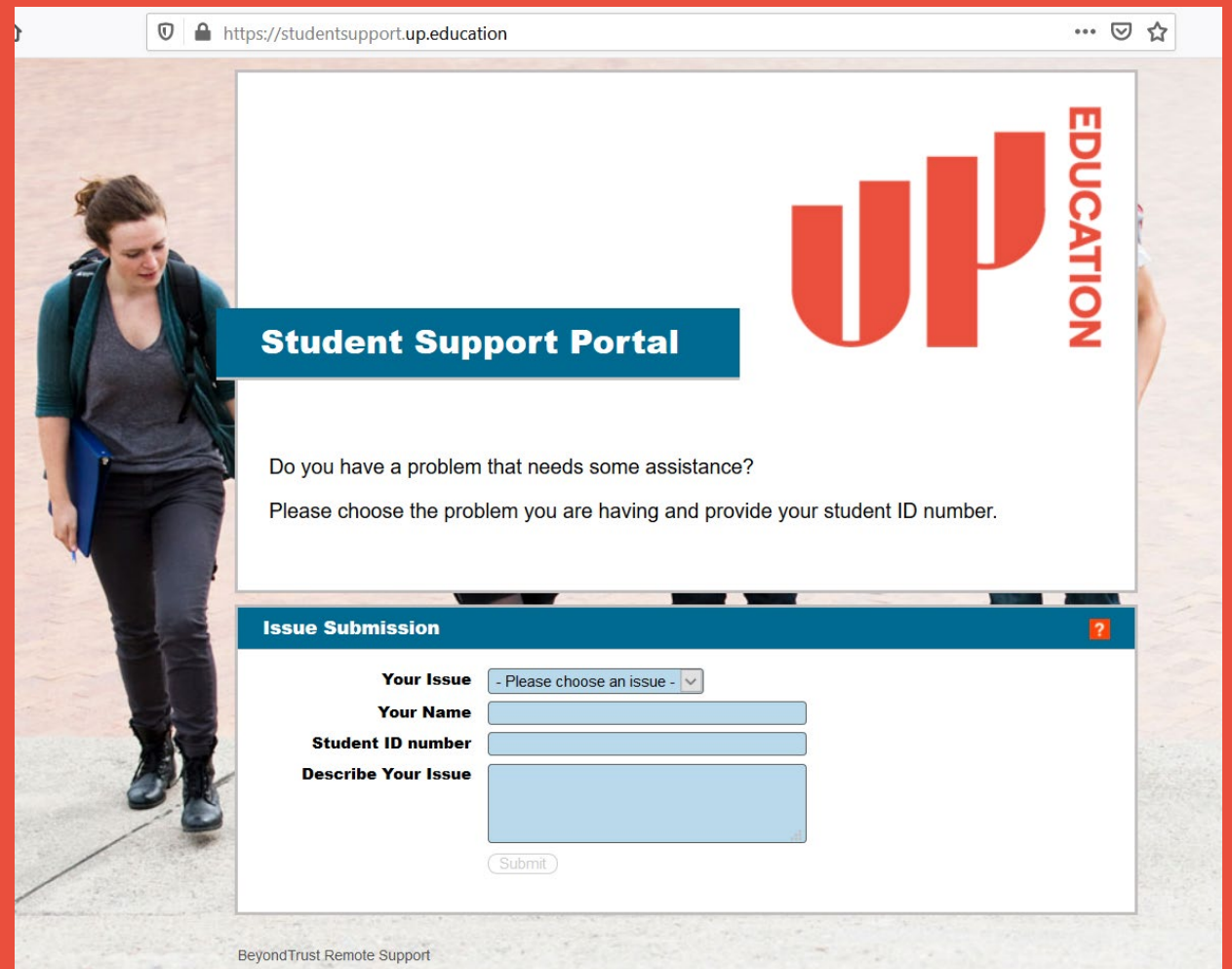
1. Open your google or Internet explorer
2. Type in <https://itsupport.up.education>
3. Press Enter



STUDENT SUPPORT PORTAL

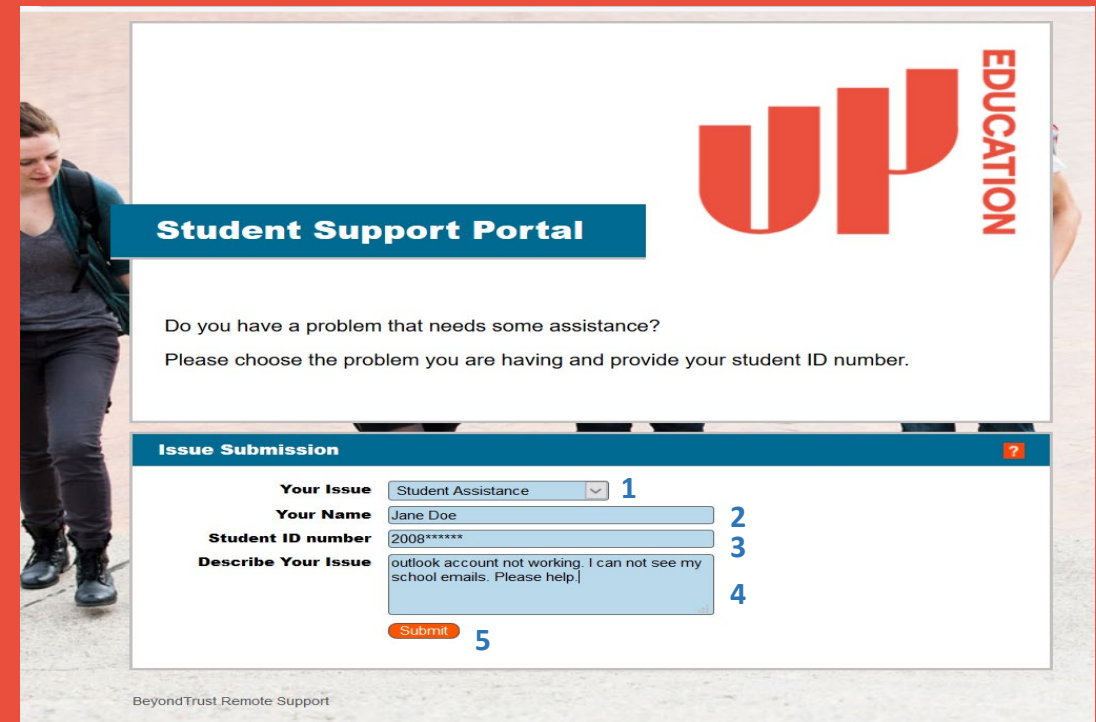
What it looks like....

Go to the next slide, you will need to enter in your information



STUDENT SUPPORT PORTAL

1. Your Issue: Use the arrow drop down – Select **Student Assistant**
2. Type in your: first name and your last name
3. Type in your: student ID number
4. Type in your: issue for example: *(Outlook account not working, I need help please.)*
5. Press **Submit**



The screenshot shows a web form titled "Student Support Portal" with the UP EDUCATION logo. The form asks, "Do you have a problem that needs some assistance? Please choose the problem you are having and provide your student ID number." Below this is an "Issue Submission" section with the following fields:

Your Issue	Student Assistance	1
Your Name	Jane Doe	2
Student ID number	2008*****	3
Describe Your Issue	outlook account not working. I can not see my school emails. Please help.	4
	<input type="submit" value="Submit"/>	5

Below the form, it says "BeyondTrust Remote Support".



Once you have pressed SUBMIT

You will then be in a chat session with one of our friendly online support technicians



EDUCATION

**Let's bring
out potential
Together**