



# HOW TO ACCESS TO IT STUDENT SUPPORT



UP International College

# Experiencing IT issues and Need Help?

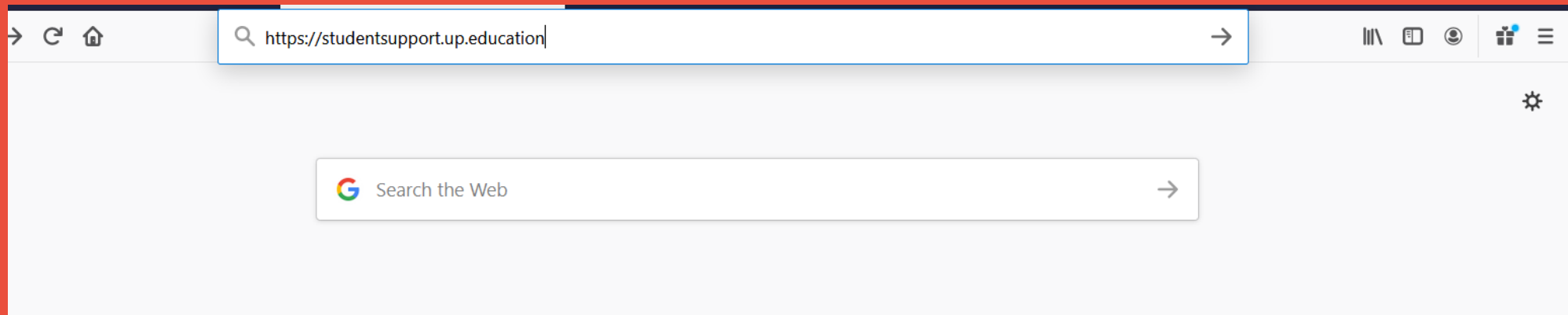
To get online support:

You will need

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



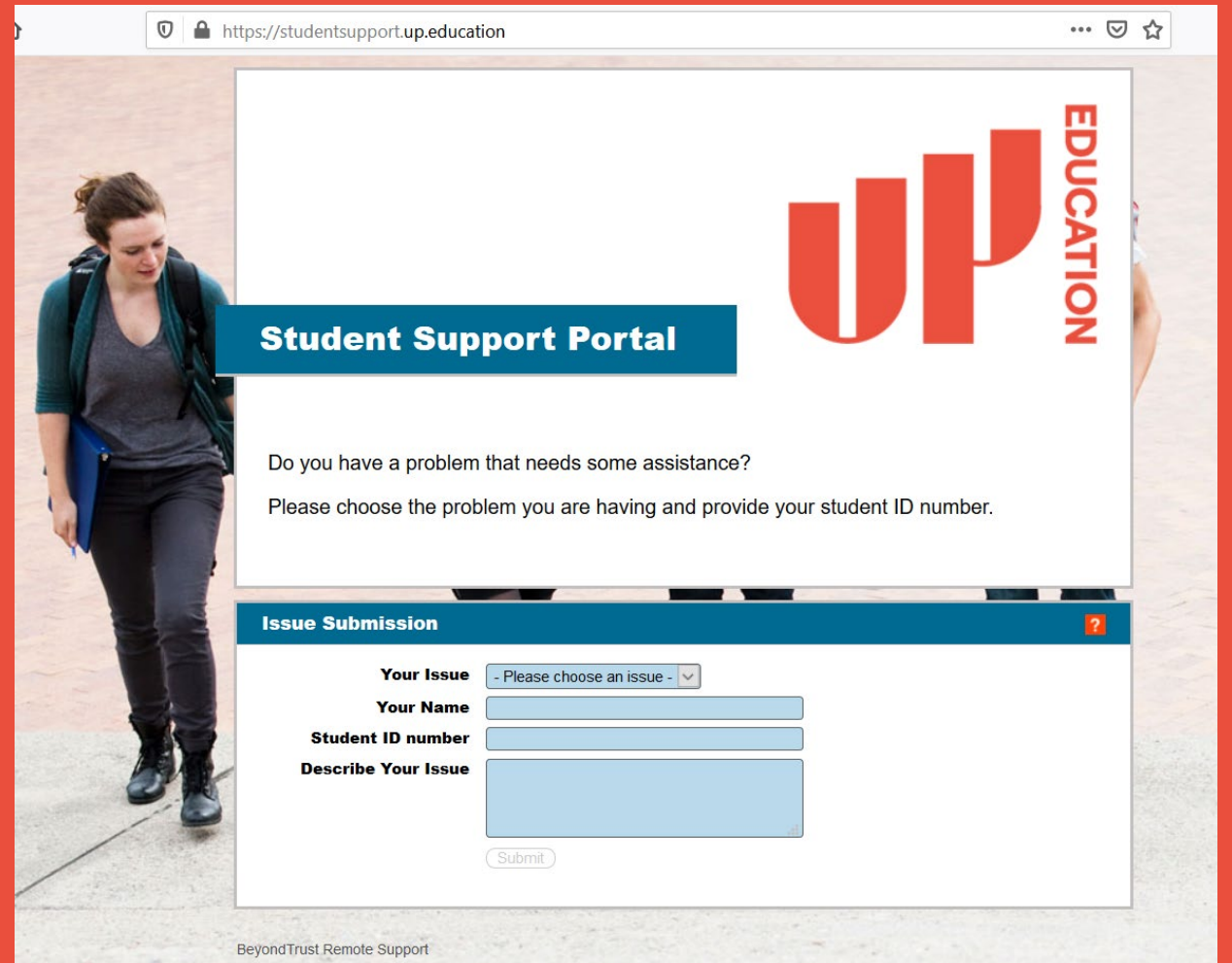
1. Open your google or Internet explorer
2. Type in <https://itsupport.up.education>
3. Press Enter



# STUDENT SUPPORT PORTAL

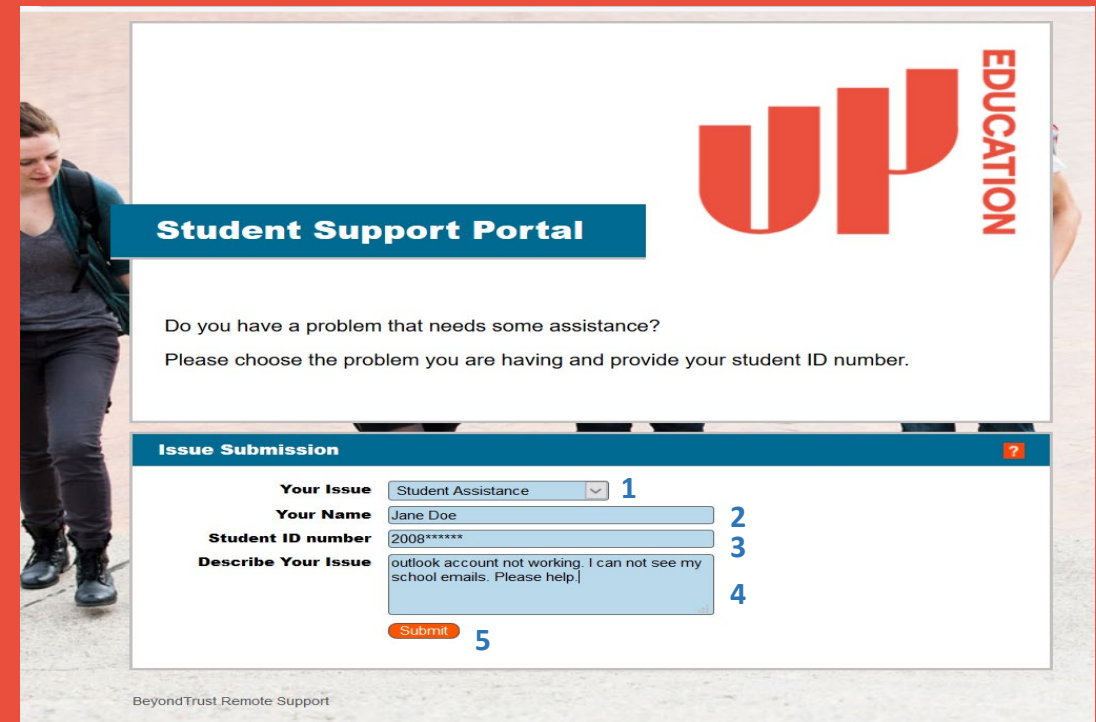
What it looks like....

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

A screenshot of a web browser displaying the Student Support Portal. The browser's address bar shows the URL 'https://studentsupport.up.education'. The page features a large background image of a student walking. On the right side, there is a large 'UP EDUCATION' logo. A dark blue banner with the text 'Student Support Portal' is overlaid on the image. Below the banner, there is a text prompt: '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 a section titled 'Issue Submission' with a question mark icon. This section contains a dropdown menu for 'Your Issue' (currently showing '- Please choose an issue -'), text input fields for 'Your Name' and 'Student ID number', a larger text area for 'Describe Your Issue', and a 'Submit' button. At the bottom of the page, there is a small text link: 'BeyondTrust Remote Support'.

## 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 the Student Support Portal interface. At the top, there is a blue header with the text "Student Support Portal" and the UP EDUCATION logo. Below the header, a white box contains the text: "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 a blue bar labeled "Issue Submission" with a question mark icon. The form fields are as follows:

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

Below the form, the text "BeyondTrust Remote Support" is visible.



**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**