

***The GeorgiaVIEW Online Support Center (OSC) provides
Vista support for all University System of Georgia (USG)
Students, Faculty & Staff—24 x 7 x 365***

How & When Should I Contact the OSC?

The OSC should be used *directly* by all USG GeorgiaVIEW users. It is unnecessary for students, faculty, or staff to channel OSC support requests through their institutional administrator, or for instructors to contact the OSC on behalf of students, or for students to contact the OSC on behalf of their instructors.

Your campus website may include a “convenience link” to the Online Support Center. However, campus power failures can make this access point temporarily unavailable just when you may need Vista support the most. Jot down, or bookmark the GeorgiaVIEW Online Support Center URL: <http://help8.view.usg.edu>

What the GeorgiaVIEW Online Support Center Does NOT Support

The OSC is not a clearinghouse for routine, campus information & events. The OSC does not directly support inquiries regarding registration, tuition, drop-add, class withdrawals, name changes, or campus e-mail accounts. As a courtesy, the OSC may refer you to local campus support channels to address such inquiries, however.

Scheduled Server Maintenance

Every *other* weekend, some USG Vista servers must be taken down to undergo scheduled maintenance. A link to the current GeorgiaVIEW Maintenance Schedule is available on the OSC homepage:

<http://www.usg.edu/qaview/support/maint8-schedule.phtml>

Faculty must schedule deadlines for assignments and assessments prior to, or after this maintenance window. Students should plan to complete their work prior to the beginning of maintenance. Assessments & assignments with due dates which coincide with scheduled maintenance could be interrupted and are not recoverable.

Self-Service Tab

The GeorgiaVIEW Online Support Center website contains a Knowledge Base (KB) of searchable advice articles. If you have already read KB articles pertaining to your problem and they haven't helped, tell the OSC Helpdesk representative this, initially. This will save you time. The OSC Helpdesk can then review further details with you, collect additional information, or escalate your question to a higher-level of support.

There are several ways you can search and review the Knowledge Base library:

1. Review the **Most Popular Topics & Most Recent Topics** on the OSC homepage. If you see your question in these lists, click to go directly to that entry in the Knowledge Base.
2. Click on the **Knowledge Base icon**. You will be directed to an index of support articles. You may access the same index by clicking on the **Self Service** tab.
3. Click through any of the Knowledge Base topic categories in the navigation frame to the left.
4. Enter a keyword (or keywords) in the field to the upper left, then click on the Search button. The Advanced Search link provides additional options for searching the KB.

Request Support Tab

If you are unable to find an answer to your Vista question in the Knowledge Base, you may contact the OSC Helpdesk, 24 hours a day, 7 days a week, 365 days a year. GeorgiaVIEW users can click on the **Request Support** tab to reveal the following options:

1. **Submit a Ticket** — Click here to create a new OSC Support Account, or to login to edit a previously created account. You may then submit support requests to the OSC Helpdesk.
2. **LivePerson Chat** — Click here to open a real-time chat session with OSC Helpdesk personnel. First, you must complete a brief form confirming your identity & detailing your computer configuration.

3. **Contact Us** — Click here for the toll-free telephone number to speak with an OSC representative. There is also a special number to accommodate adaptive technologies for the hearing-impaired.

To determine how best to resolve your support request, the OSC Helpdesk will need to understand details about your computer's configuration. Try to collect this information *before* contacting the OSC Helpdesk. To do so, access the **USG Browser Checker**, and follow any onscreen instructions; your information will open in a separate browser window. The link below is also available at the OSC, on its **Request Support** webpage.

<http://www.usg.edu/usgweb/browserchecker/>

After accessing the USG Browser Checker you can refer to your configuration information while speaking with an OSC support representative.

My Support Tab

Click this tab to create & access your OSC customer account, and track the status of all your support tickets, in-progress. Real-time support channels (chat or phone) may be best for time-critical support issues.

Who Are You?

It is important to identify yourself accurately to the OSC Helpdesk. The representative will ask you for the following details:

- **What's your name?** Spell it out aloud if necessary.
- **What is your role?** Are you an instructor, student, or staff member? Are you working on or off campus?
- **Which is your GeorgiaVIEW Vista institution?** If you need help with your **USG Collaboratives** course (such as eCore®, WebMBA, Foreign Languages, GOML, etc.), you should identify yourself as a **USG Collaboratives** student (or faculty)—not as a user from your physical (or home) campus, where you might be enrolled, such as the *University of West Georgia*.
- **What is your phone number & e-mail address?** Only official campus e-mail addresses should be used to communicate official GeorgiaVIEW information. A third-party e-mail address such as **batman32@gmail.com** is not useful to authenticate your identity. Potentially sensitive information can only sent to genuine GeorgiaVIEW users through their campus e-mail account (@school.edu).
- **When is a good time to contact you again?** If a callback is necessary, when can you be reached?

Troubleshooting Clues

To reduce support time, try to understand under what circumstance your GeorgiaVIEW problem occurs.

- Does this ONLY happen on your laptop computer, but ONLY on campus?
- Does it only happen when using a specific browser?
- Does the problem occur in a particular course ONLY, or in *all* your online courses?

Many common "Vista problems" are actually caused by configuration issues involving a specific computer or browser. For example: "I can't upload an attachment," is almost always due to a local Java problem (usually multiple versions of Java installed). Don't assume that your Java is OK, just because you "pass" the Vista browser checker. Browser checkers can only tell you the *most current* version of Java on your computer, not whether it's the *only* version installed, or whether it's working 100%! Uninstalling/reinstalling Java is often the most immediate, effective way to solve these and other similar Java-related problems.

What Happens Next?

When completing a chat or phone call with the OSC Helpdesk, be sure to clarify what should happen next.

- Are you supposed to recontact the OSC with additional information, or after you've tried some advice?
- Do you expect the OSC to get back in touch with you? If so, when and how?

That Didn't Work—What Do I Do Now?

The OSC is often able to solve problems during a single interaction, but complex issues may require additional callbacks. If the advice the OSC provides does not resolve the problem, **get back in touch with them as soon as possible**. If the OSC does not hear back from you after a few days, they may assume your problem has been solved. Recontact the OSC Helpdesk if necessary and they will resume your support, escalating your case as needed. Refer to your original OSC ticket number, if you have one, or mention that you have called about this problem before. **Do not stop interacting with the OSC Helpdesk until the issue has been resolved.**