



# HOW TO ACCESS IT STUDENT SUPPORT



# Experiencing IT issues and need help?

To get online support:

You will need

1. An internet browser (Google Chrome or Mozilla Firefox)

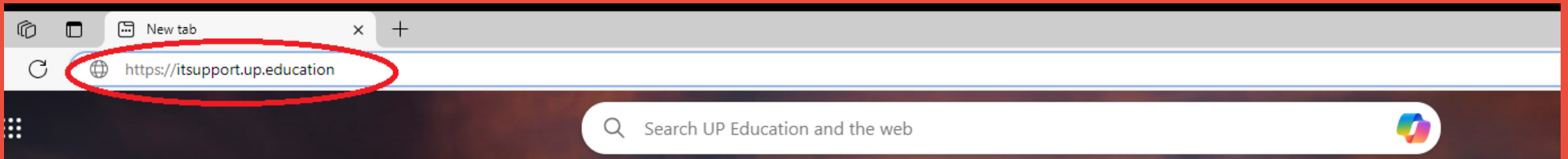
2. Student ID

3. Weblink

<https://itsupport.up.education>



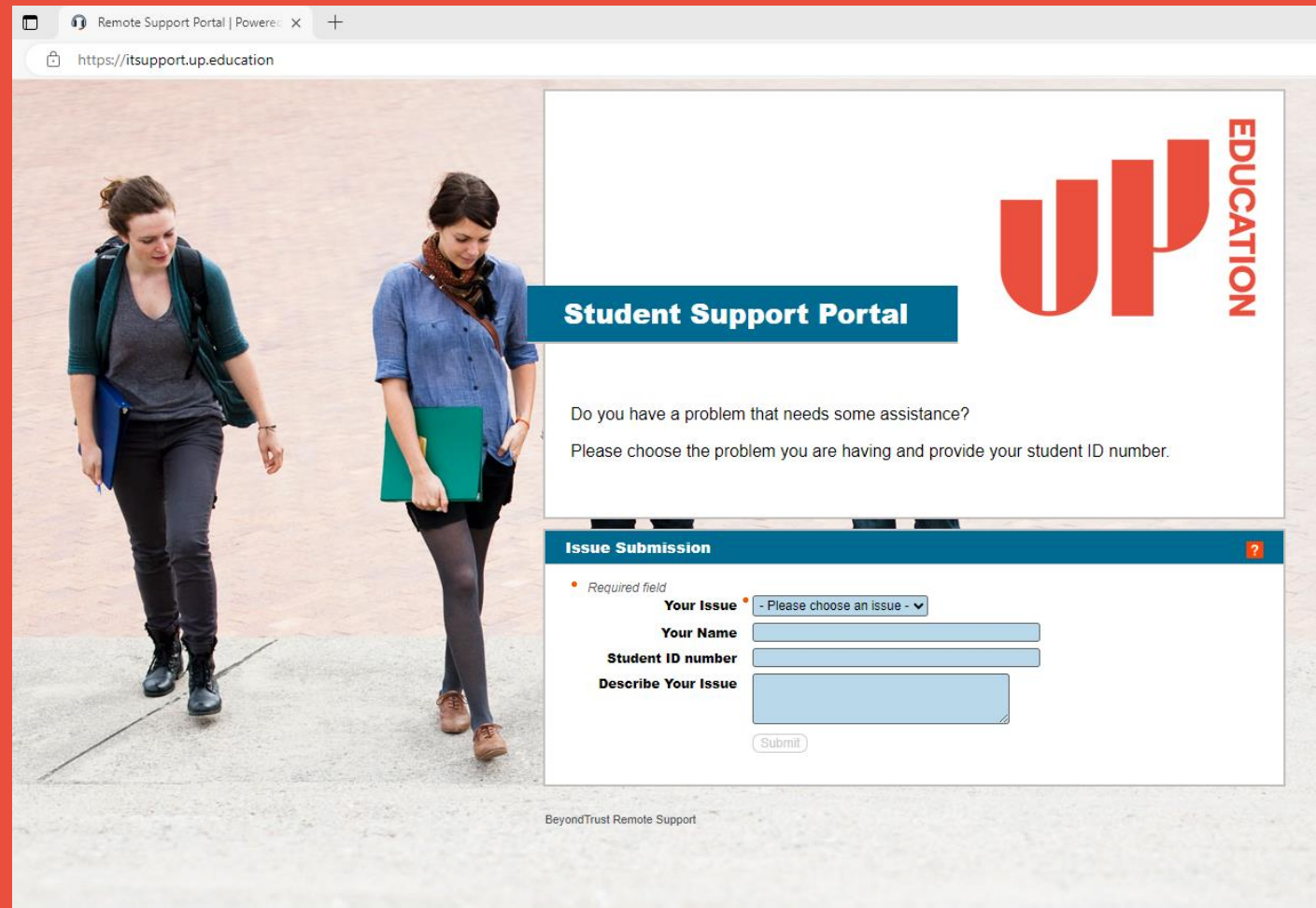
1. Open your internet browser (Google Chrome or Mozilla Firefox)
2. Type in <https://itsupport.up.education>
3. Press Enter



# IT 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://itsupport.up.education'. The page features a large background image of two female students walking on a paved path. On the right side, there is a white panel with the 'UP EDUCATION' logo. Below the logo, a dark blue banner reads 'Student Support Portal'. The main content area 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 dark blue header for the 'Issue Submission' form, which includes a dropdown menu for 'Your Issue' (set to '- 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, the text 'BeyondTrust Remote Support' is visible.

Remote Support Portal | Power: X +

https://itsupport.up.education

**UP EDUCATION**

**Student Support Portal**

Do you have a problem that needs some assistance?  
Please choose the problem you are having and provide your student ID number.

**Issue Submission**

*Required field*

**Your Issue** - Please choose an issue -

**Your Name**

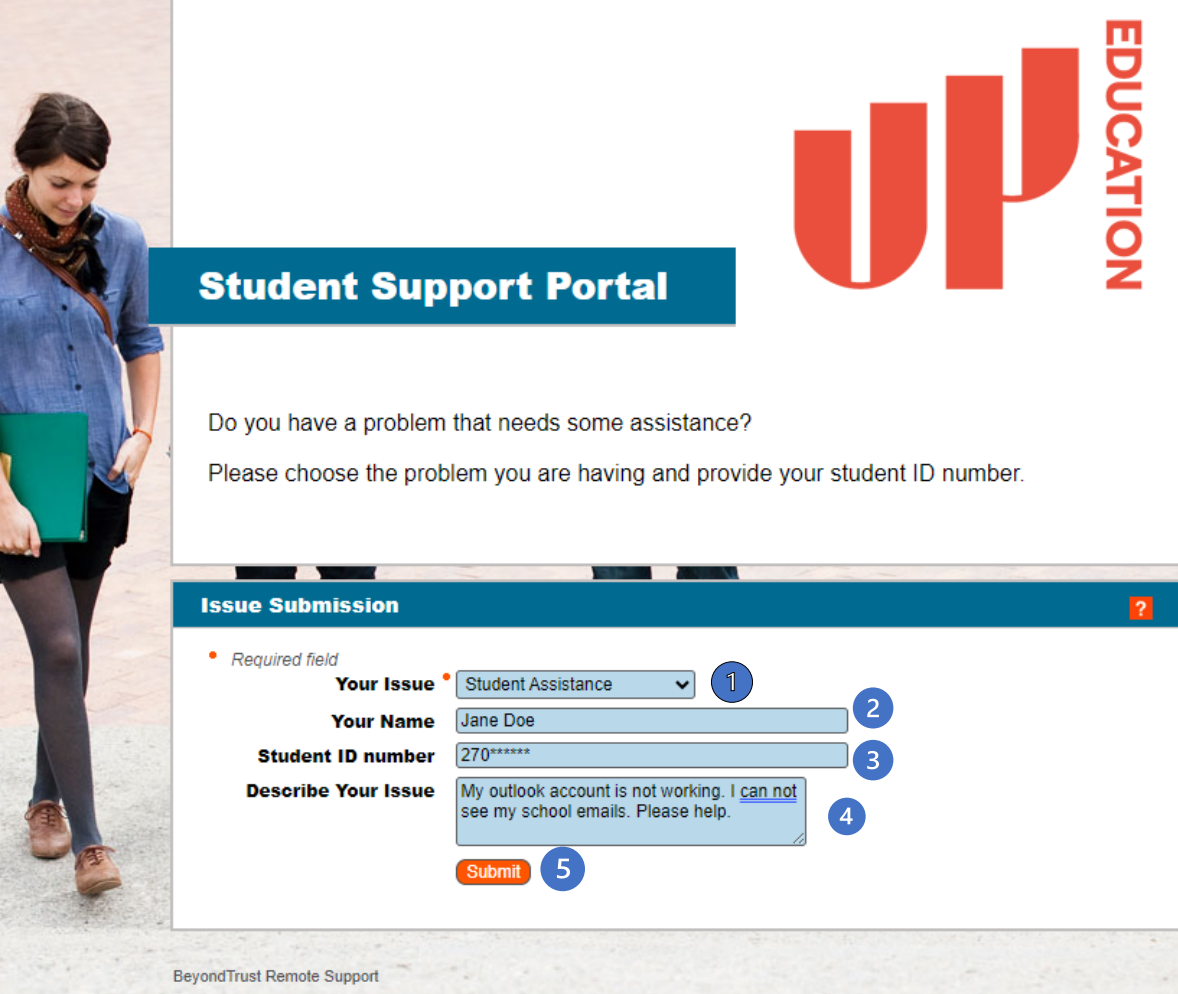
**Student ID number**

**Describe Your Issue**

BeyondTrust Remote Support

## IT 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



**Student Support Portal**

Do you have a problem that needs some assistance?  
Please choose the problem you are having and provide your student ID number.

**Issue Submission** ?

**Your Issue**  1

**Your Name**  2

**Student ID number**  3

**Describe Your Issue**  4

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BeyondTrust Remote Support





**Once you have pressed SUBMIT,  
You will then be in a chat session with one of our  
friendly online support technicians**



**Let's bring  
out potential  
Together**