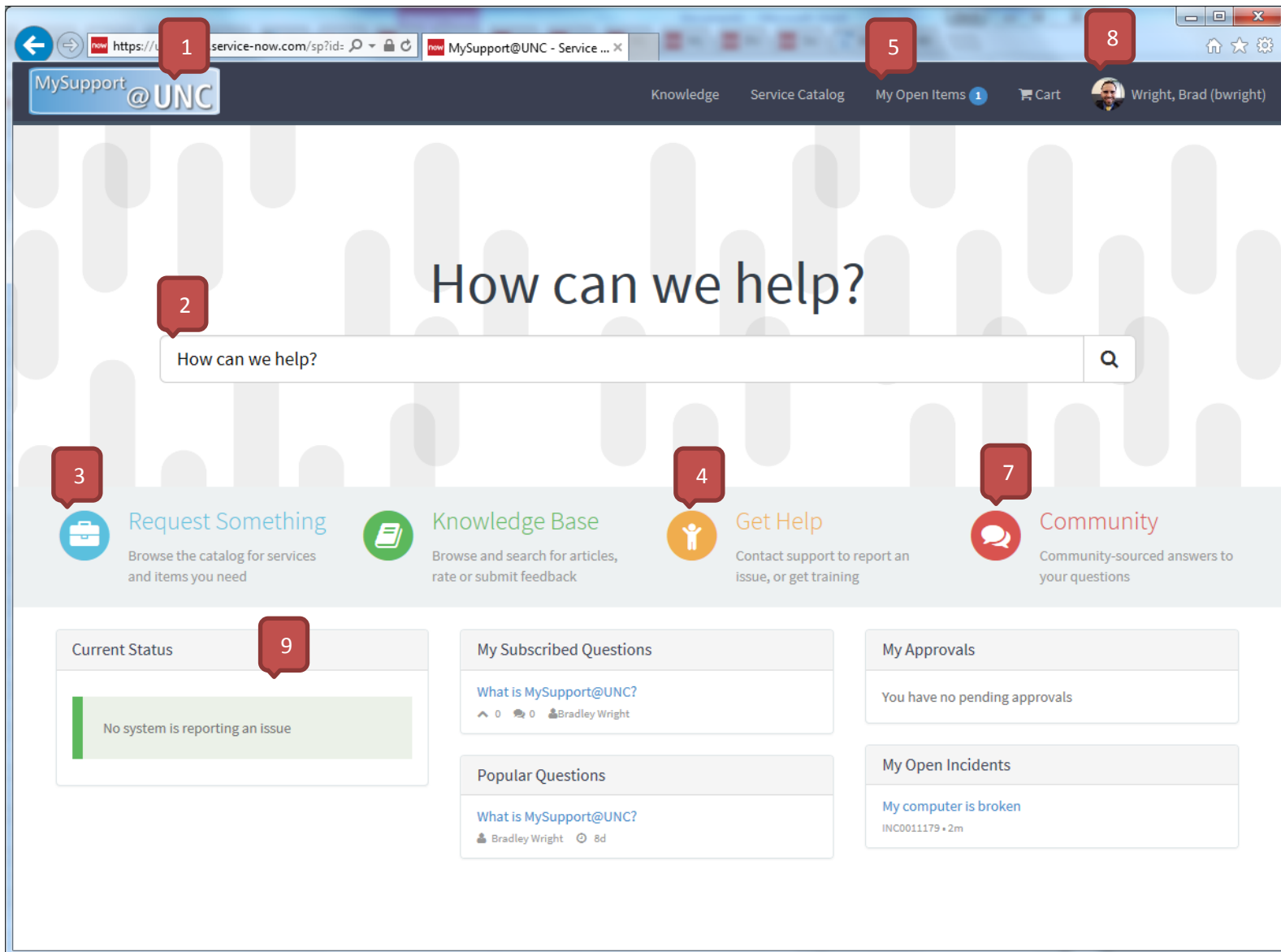


MySupport@UNC Tip Sheet



Top 10 things to know about MySupport@UNC

1. MySupport@UNC is the new one stop shop for all your IT needs!
2. Use the Google-like search box to find help related to your issue or request
3. Picking from the catalog sends your request directly to the right team for help
4. To report an issue, click "Get Help"
5. Review your tickets in "My Open Items" to check status or provide updates
6. Browse the knowledge base for common issues or how-to articles
7. Ask general questions that peers or ISD can answer
8. Review your profile and notification preferences
9. Check back here during outages for an up to date status
10. URL's and information about the mobile app will be provided at GoLive