



Now that *all* USG GeorgiaVIEW Vista support is being provided by the GeorgiaVIEW Online Support Center (OSC), this document suggests some strategies for getting the most out of the available OSC resources.

#### **Getting to the Online Support Center (OSC)**

Although your main campus homepage, custom login screen, or other website may contain a "convenient shortcut" link to the Online Support Center (<http://help.view.usg.edu>), do not rely on this alone. If students can't get to your local, campus webpage (and that's where the only OSC link resides) for whatever reason, they will not be able to contact the OSC for assistance—unless they know the OSC URL. Remember, one of the most common questions from students is, "Where do I go to login to GeorgiaVIEW Vista?" (Which is answered at the OSC.)

#### **The Self-Service Knowledge Base (KB)**

This OSC resource contains a library of literally hundreds of searchable articles relating to known issues & possible solutions. It is highly recommended that all support seekers start by using the keyword search function, and reviewing KB articles. I realize that many may regard this as an extra step, and that many don't feel they have time to do this, but it's the best initial strategy. Here's why:

- If you opt to call, chat, or submit a ticket to the OSC before reviewing possible solutions in the KB, the OSC helpdesk representative will most probably respond by referring you back to KB informational articles. If you have all ready read any KB articles pertaining to your problem (and they haven't helped, or they weren't clear), *tell the OSC helpdesk representative this, up front*. This will save everyone time. The OSC helpdesk can then go over further details with you, collect additional information, or escalate your question to a higher-level support representative.

#### **How/When Should I Contact the OSC?**

The OSC is intended to be used *directly* by USG faculty & students. It is not necessary for faculty to channel an OSC support request through their institutional administrator, or for students to have their instructors contact the OSC on their behalf. This may delay GeorgiaVIEW Vista support. Support requestors should personally contact the OSC as soon as possible after any GeorgiaVIEW Vista anomaly is observed.

#### **Who Are You?**

It is very important to identify yourself accurately to the OSC helpdesk when you contact them. They will usually ask you for these details, but at least make sure they know: Who are you? Which institution are you from? Are you calling as a faculty/student from MGC, or are you calling as an eCore<sup>®</sup> instructor/student? What is your phone number & e-mail address? We strongly recommend (and many institutes mandate) that only official campus e-mail addresses be used to communicate official information. An address like *kittykat@gmail.com* isn't very informative, and we want to ensure that potentially sensitive information is sent to an authentic user.

#### **Replicability?**

Another easy troubleshooting tip (that can reduce support time) is to understand whether, to what extent, or under what circumstance the problem is replicable. Does this just happen on your office computer, or does it also happen when using a lab computer down the hall? Or vice versa? If it happens on campus, does it happen at home (with another ISP), too? So many "GeorgiaVIEW Vista problems" are revealed to be local computer configuration problems. For example..."I can't upload an attachment," is almost always due to a local java misconfiguration. Don't assume that your java is OK, just because you "pass" GeorgiaVIEW Vista's browser checker, which only tells you the most current version of java installed, not whether it's the only version installed, or whether it's working 100%! We have discovered that uninstalling/reinstalling java is often the most immediate, effective way to solve these sorts of problems. Maybe not, but it can't hurt anything to try, and it may save you some time on the phone with the OSC helpdesk.

#### **Persistence! (If at first you don't succeed...)**

If the OSC gives you advice that does not help you solve your problem...get back in touch with them immediately. If the OSC does not hear back from you after a few days, they may assume your problem is solved. If this is not the case, recontact the OSC helpdesk (please refer to your original OSC ticket number) and they will resume your support, escalating your case if necessary. *Do not stop interacting with the OSC helpdesk until your problem is solved*. The OSC is often able to solve problems during a single support inquiry, but some more complex issues may require some additional research, so one or two callbacks maybe necessary.

#### **Chat, Phone, or Ticket?**

Using the OSC chat function is convenient for many users. If your problem is not solved during your chat session with an OSC representative, however, please request that your chat issue be documented in a ticket. This will allow ongoing tracking of your issue and resolution history.

**When finishing a chat or phone call with the OSC, the most important thing to do is to understand and articulate *what is supposed to happen next?* Are you supposed to contact the OSC with additional information, after you've tried some bit of advice, or is the OSC supposed to get back in touch with you? If so, when and how?**