Getting help within OAKS

Note: The Help tool within OAKS directs you to different tools and tutorials that make navigating and troubleshooting issues easier. See instructions below on accessing the Help tool in OAKS.

1. On the My Home page in OAKS, click the Help tool.
2. Within the Help tool, select one of the Help items from the list in the drop-down menu (you have the option to select CofC Help Desk, OAKS Help, and Student OAKS Tutorials).

NOTE:
- CofC Help Desk directs you to the Self-Service and Support System portal.
- OAKS Help directs you to the Service Catalog where you can submit a request.
- Student OAKS Tutorials directs you to the blogs.cofc.edu/sits/ page with a list of tutorials listed.

NOTE:
CofC Help Desk directs you to the Self-Service and Support System portal.
You can search the Knowledge Base for articles related to your OAKS issue or you can Create a Ticket to have your issue resolved.
NOTE:
OAKS Help directs you to the Service Catalog where you can submit a request.

You can go to the OAKS Help page to Submit Request based on the OAKS issue you are having (cannot locate course(s), listed in wrong course(s), etc.)

NOTE:
The Student OAKS Tutorials link directs you to the blogs.cofc.edu/sits/ page with a list of tutorials listed.
The tutorials consist of quick step-by-step guides that will help you better understand the navigational features and functions of OAKS and other technology FAQs.