How to Access the Self-Service Knowledge Base

Self-Service and Support System Knowledge Base is a collection of articles intended to inform and empower you to troubleshoot and solve issues own their own. To access the Self-Service and Support System Knowledge Base, click the help link. In the event you run into any issues or have any questions, please contact the IT Service Desk.

Accessing the Knowledge Base:

1. Visit help.cofc.edu to access the Self-Service and Support System website.
2. Click Knowledge Base to access self-help articles.
3. Select the **Student Instructional Technology Services Knowledge Base Category** to access articles.

4. In the **Student Instructional Technology Services Category**, select an **Article Subject**.