



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 on 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:

COLLEGE HOME

How to use the Self-Service Portal

Hours & Contact Us

APPLY TO THE COLLEGE

PLAN A VISIT

PRINT PAGE

SHARE PAGE

COLLEGE HOME / SELF-SERVICE AND SUPPORT SYSTEM

Self-Service and Support System

Service Request: a ticket opened with IT to request help.

Knowledge Base: a collection of articles intended to inform and empower individuals to troubleshoot and solve issues on their own.

Search the Knowledge Base

Search the client portal

MyCharleston Password Reset

Submit a Ticket

My Open Tickets

Chat with IT Service Desk

Projects













Knowledge Base

Can't find what you're looking for?

1. Visit help.cofc.edu to access the Self-Service and Support System website.
2. Click **Knowledge Base** to access self-help articles.

Knowledge Base

Categories (12)

 Accounts/Access Articles about adding, removing accounts and permissions and password management.	 Classroom & Labs Articles about CoC classroom technology and departmental computer labs.
 Email, Calendar, & Messages Articles about Cmail, Outlook, Yammer, Listserv & Distribution Lists	 Wi-Fi, Internet, & Networking Articles about CoC Secure, CoC Guest and Wired Network Connections.
 Information Security Articles about Security Assessment, antivirus, and phishing	 Computers & Printers Articles about computer repair and purchasing, printing and copying
 Desktop Software & Programs Articles covering Adobe Creative Cloud and other software requests	 Telecommunications Articles about Campus support for telephone equipment mobile devices.VOIP...
 Applications & Programming Services Articles about Cognos, Banner INB/SSB, and BDM/BDMS...	 OAKS Articles from TLT
 Other Campus Services Info concerning Non-IT services offered by other Campus departments, Cougar Card, Dining Dollars, etc.	 Student Instructional Technology Services (SITS) Articles for student technology.

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- [Unable to Open Banner INB](#)
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3. Select the **Student Instructional Technology Services Knowledge Base Category** to access articles.

Knowledge Base / Student Instructional Technology Services (SITS)

Student Instructional Technology Services (SITS)

Articles for student technology.

Categories (7)

 Accounts & Passwords	 OAKS
 Printing	 Software
 Wi-Fi & Internet	 MyCharleston
 Other	

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

Articles (4)

Student Discounts

Find out information on available student discounts.