



SU Tech Support

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Video script text (7-22-16)

Searching the Knowledge Base

If you are having a technical problem with SU online, first visit the SU Tech Support website <http://summituniversity.org/techsupport> and search for solutions to common problems in our Knowledge base. **Enter a search term in the search box and click Search.** As you type, possible solutions will appear below the search box. Click on any one of the solutions or simply click search to display them all on one page. **Click on a title to display the solution. You can search again from any page using the search box.** New solutions are added frequently, so be sure to search for answers every time you visit the site.

Contacting SU Tech Support

If you don't find an answer to your question, you can contact SU Tech Support by submitting a new support ticket. **Click New Support Ticket on any page and fill out the form with details about your problem. Please be sure to include your browser and version, operating system and other important details about the problem.**

You will be required to **fill in a reCAPTCHA field** to submit your ticket. Type the letters/numbers that you see in the images in the text field. If you have trouble understanding the images, you can request new images or get audio instructions instead. **When your form is complete, click Submit.**

You will receive email confirmation that your support ticket has been submitted and received. If you do not receive this email, Tech Support has not received your ticket. Once your ticket has been received, a Tech Support agent will respond to you within 24 hours, unless SU Offices are closed.