## عمادة التعليم الإلكتروني والتحول الرقمي

Deanship of E-Learning and Digital Transformation

جامعۃ الجوفے Jouf University :::

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# Technical support systemguide



#### What is the technical support system.

It is a system that enables the student to submit a technical support request if he encounters a problem with the Blackboard e-learning system, and technical support requests are responded to by the relevant employee at the university.

### Access to the technical support system:

You can access technical support system in several ways:

- 1. Directly through the link *delsupport.ju.edu.sa*
- From the login page for the Blackboard e-learning system
  Ims.ju.edu.sa and then choose technical support system link.
- 3. From the course menu, choose "Technical Support."

cigal licely Jeet University	عمادة التعليم الإلكتروني والتحول الرقمي Deanship of E-Learning and Digital Transformation
PASSWORD	
Login	

#### Log in to the technical support system:

- 1. Enter your Account details as follows:
- In the username field, enter the university ID.
- In the password field, enter the ID number.
- -Then click on the Login button.

Helpdesk Support App		
Login page		
Academic no Civil record ID Login		





2. Click on the "Blackboard Support" icon and then choose to create a new Ticket.

	Subject *	New
		Ticket description
Faculity *Please choose one	Building	Room no
Ticket type		
Emp name	Mobile no *	office phone
Destination	Email *	Ticket ID : Ticket date : 1446-08-27

3. Add the technical support request data (subject and clear description of the problem, then select the college and type of request). Then click on *Send Ticket*.

	BlackBord support
Add new ticket	
User tickets	
قيد الإنجاز - 9521 : Problem with my logging in Page	No records fou

4. You can follow the status of the request from the user requests on the *home page* and click on the *Ticket number*.