

جامعة الجوف  
Jouf University



# Technical support system guide



## 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.

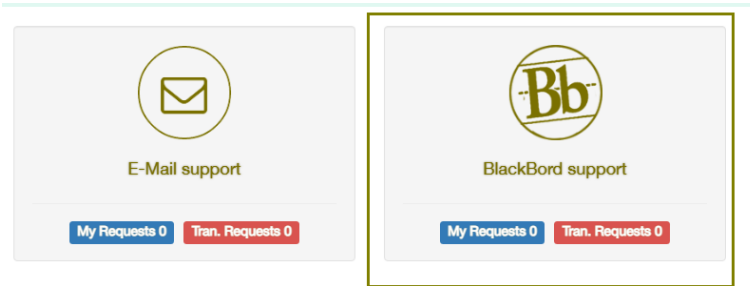
## Access to the technical support system:

You can access technical support system in several ways:

1. Directly through the link [delsupport.ju.edu.sa](https://delsupport.ju.edu.sa)
2. From the login page for the Blackboard e-learning system [lms.ju.edu.sa](https://lms.ju.edu.sa) and then choose technical support system link.
3. From the course menu, choose "Technical Support."

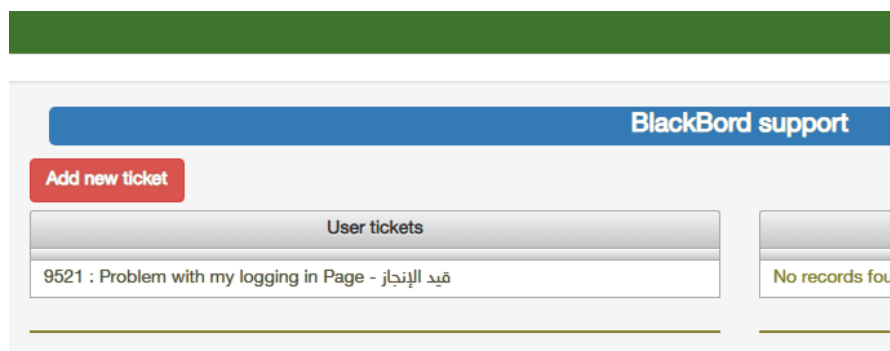
## Log in to the technical support system:

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.



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

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*.



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