

## Getting Help

These instructions are to help new and returning students receive assistance should they have problems using their Email, accessing online classes or logging into computers at the local campus.

### You can request support by:

1. Completing the online support request located on USC's Information and Online Learning Portal at <http://online.uscny.edu>
2. Contacting the IT Dept. by phone at 315.733.2300 or 1.800.321.4872 during normal college hours
3. Emailing the IT Dept. at [uscit@uscny.edu](mailto:uscit@uscny.edu)
4. Contact your local campus by phone for assistance

**Utica** 315.733.2300 **Canastota** 315.697.8200 **Oneonta** 607.432.7003

**Insure you provide contact information so that the support team can contact you if it is required.**