

How to Get Help with Course and Grading Issues

If you have issues with your rosters, attendance, grading, or anything else related to managing your classes online, please create an IT Help Desk ticket by going to [ITHelp.mercer.edu](https://ithelp.mercer.edu) and selecting “Report an Incident.” In your request, include the answers to the **VERY important questions** below. Also, attach a screenshot, if possible. Please *do not* contact the Registrar’s Office directly as they are unable to resolve most technical issues.

1. What day and time did the issue occur (be as specific as possible)?
2. Does the issue occur when you are using an on-campus computer, or when you are using an off-campus computer?
3. In which program are you experiencing the issue (e.g. MyMercer, MU Apps, Canvas)?
4. For which course(s) are you experiencing the issue (course number, section, and term)?
5. If not an entire class, for which student(s) are you experiencing the issue (MUID, or name if MUID is not readily available)?
6. What are you trying to accomplish and what is happening?
7. What specific steps did you take to try to accomplish this task (be as specific as possible)?
8. If you are submitting this issue for someone else, what is the name and email address for the person experiencing the issue?

How to Take a Screenshot

How to take a screenshot on your Windows PC - <https://support.microsoft.com/en-us/windows/use-snipping-tool-to-capture-screenshots-00246869-1843-655f-f220-97299b865f6b#take-screen-capture-print-screen=windows-10>

How to take a screenshot on your Mac - <https://support.apple.com/en-us/HT201361>