

## **Help Us Help You!**

## **Need help from the FDC?**

**Help us** by providing information so we can **help you** quickly and efficiently.

Whether you are zooming into the FDC, creating a ticket, emailing FDC, or

calling please include as much of the following information as possible:

- Use <u>FDC resources</u> contact the FDC at uma-fdc@maine.edu rather than individuals. The first person available will help.
- A link to the course. At the very least the title and course code.
- **Specifics** include the module name or assignment name connected to your question.
- Location where in the course is the issue occurring?
- Details What is the issue/question?
- **Examples** include an example if possible.
- Screenshots are great!
- Any other information that can help us find a solution.
  Perhaps if you worked with someone from the FDC on a similar issue in the past or information about how

Faculty Development Center | uma-fdc@maine.edu | Zoom: http://zoom.us/j/2072627979



you would like help. Is an email with step by step instructions going to work or do you think you need to meet?