

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 FDC resources** - 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

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