

Reaching out to WIU Support

Support Hours: Monday - Friday 8:00 AM - 4:00 PM ET

Link to WIU Support: <https://support.wiu7.org/portal/>



Welcome to WIU Support! As you complete your courses, there may be times when you need assistance. Some common reasons to contact WIU Support include a password reset, login issues, or course issues (e.g., videos won't play or unable to hear sound, unable to open a document, unable to get to a website).

From the Moodle login page, click the **live chat message** icon at the bottom right of the page to request help. When finished with the request, click the **live chat message** icon a second time to close the message window.

Open



Close



Getting Started

You can either **Search for help** or **Start a conversation** with the WIU Support staff. If you are unable to locate a helpful article, click **Send us a message**.

Starting a Conversation

1. Enter your email address.
2. Write your message. Make sure to be specific so WIU Support can quickly resolve your issue.
3. Click **Send**. If a staff member is not immediately available to answer your question, you will receive an email message and can continue communicating with WIU Support through email.
4. After clicking **Send us a message**, you can return to the previous screen by clicking the back arrow.