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MORE INFORMATION and SUPPORT

**BUSINESS IMPACT EMERGENCY ISSUES CONTACT ITS HELPDESK IMMEDIATELY**  
706-583-2001, or 1-888-875-3697 (toll free within Georgia)

ALL OTHER NON-URGENT ISSUES contact ITS Helpdesk via Self-service support website  
[http://www.usg.edu/customer\\_services](http://www.usg.edu/customer_services) (requires a User ID and password, email  
[helpdesk@usg.edu](mailto:helpdesk@usg.edu) to obtain credentials)E-mail: [helpdesk@usg.edu](mailto:helpdesk@usg.edu)

ADDITIONAL RESOURCES

ITS Maintenance Schedule and Service Level Guidelines:  
[http://www.usg.edu/customer\\_services/service\\_level\\_guidelines/](http://www.usg.edu/customer_services/service_level_guidelines/)

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