Course Office Support Portal

USER GUIDE

The IHU Support Portal is a web-based platform for submitting enquiries, requests etc. to the Course Office. The purpose of the portal is to provide a simple yet user-friendly interface, accessible from any browser and any location. This platform allows students to:

1) Monitor pending enquiries
2) Keep a record of their enquiries
3) Amend/edit your enquiries

Student enquiries are stored in the system as *tickets*. Each new enquiry is assigned a unique identifier (**Ticket#**) which you can use for resolving your enquiries more efficiently in your day-to-day correspondence with the Course Office. You can check the status of a *ticket* at any time, update information relevant to your enquiry or even close the *ticket* at will.

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1. Creating a ticket

You can create a ticket in two ways; 1) by email and 2) through the web portal. The two approaches vary exclusively in the way you issue your request to the Course Office. As soon as your request is submitted, you can access it at any time through the Course Office Support Portal.

1.1. Creating a ticket through e-mail

Simply type in a summary of your enquiry/request in the **Subject** field, your full enquiry/request in the **Body** section and send the email to the address which corresponds to your Programme of Study. A list of the email addresses can be found in Table 1. An example of an e-mail enquiry/request ticket is shown in Figure 1. If you wish to submit accompanying documents, you may send them as e-mail attachments.

Table 1: Programmes and e-mail addresses

Program	Mail address
MSc in Banking & Finance	bf-co-support@ihu.edu.gr
MA in Black Sea and Easter Mediterranean Studies	bss-co-support@ihu.edu.gr
MA in the Classical Archeology and the Ancient History of Macedonia	ca-co-support@ihu.edu.gr
MSc in Communications & Cybersecurity	cc-co-support@ihu.edu.gr
MSc in Energy Building Design	ebd-co-support@ihu.edu.gr
MSc in e-business and Digital Marketing	ebdm-co-support@ihu.edu.gr
MSc in Energy Law, Business, Regulation and Policy	el-co-support@ihu.edu.gr
MSc in Energy Management	em-co-support@ihu.edu.gr
Executive MBA	emba-co-support@ihu.edu.gr
MSc in Environmental Management & Sustainability	ems-co-support@ihu.edu.gr
MSc in Energy Systems	es-co-support@ihu.edu.gr
MSc in Hospitality & Tourism Management	htm-co-support@ihu.edu.gr

MSc in International Accounting, Auditing and Financial Management	ia-co-support@ihu.edu.gr
MSc in Information & Communication Technology Systems	ict-co-support@ihu.edu.gr
LLM in Transational and European Commercial Law, Mediation, Arbitration and Energy Law	llm-co-support@ihu.edu.gr
MA in Art, Law and Economy	male-co-support@ihu.edu.gr
MSc in Management	man-co-support@ihu.edu.gr
MSc in Mobile and Web Computing	mwc-co-support@ihu.edu.gr
MSc in Strategic Product Design	spd-co-support@ihu.edu.gr
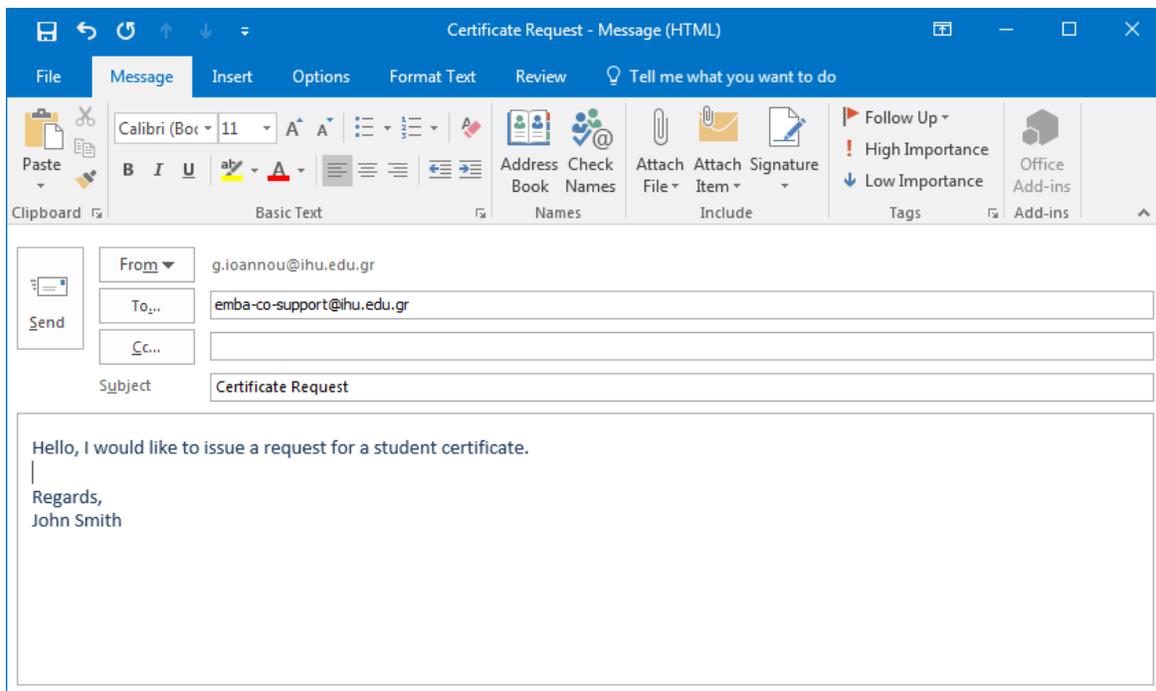
Figure 1: E-mail enquiry/request sample

1.2. Creating a ticket through the Course Office Support Portal

Open your web browser and navigate to: https://support.ihu.edu.gr/otrs/customer.pl
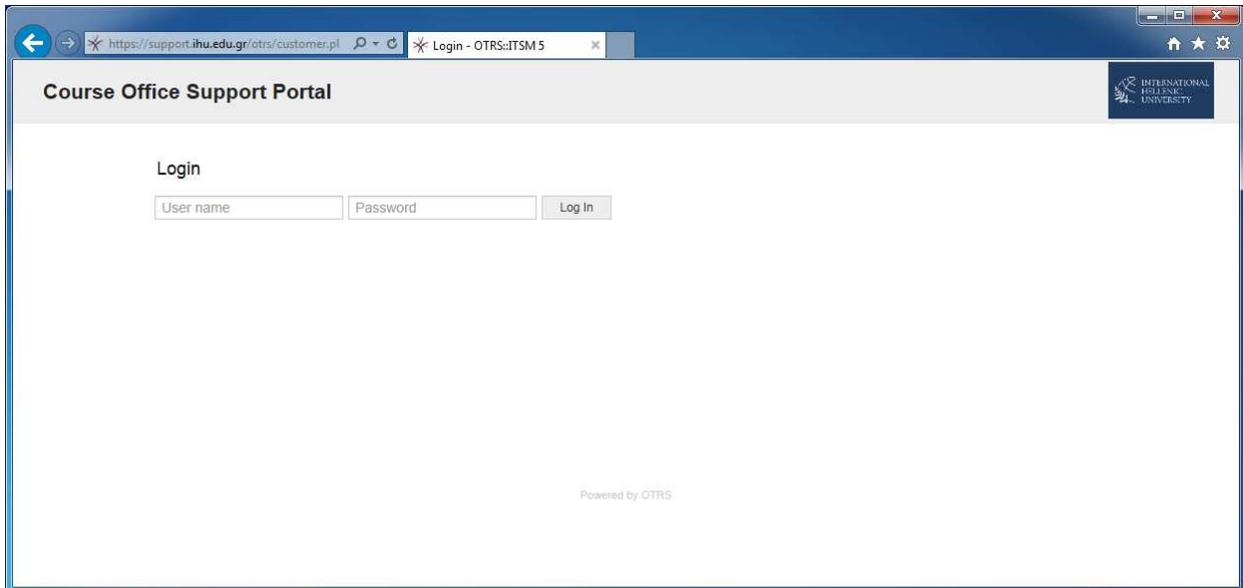
Figure 2: Course Office Support Portal login screen

Type in the IHU credentials that you use for accessing the e-learn platform and press Log In. The first time you access the system, you will be presented with the following screen:
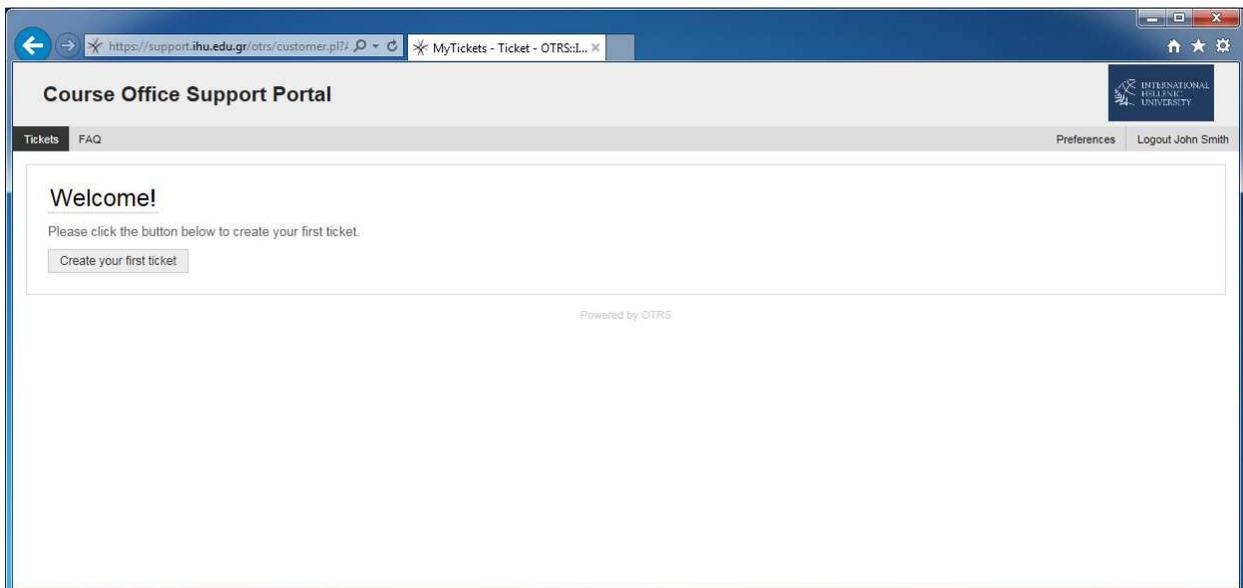

Figure 3: First login screen

Hovering your mouse over the *Tickets* button will bring up a menu. Click on **New Ticket**. A new web page appears (Figure 1):
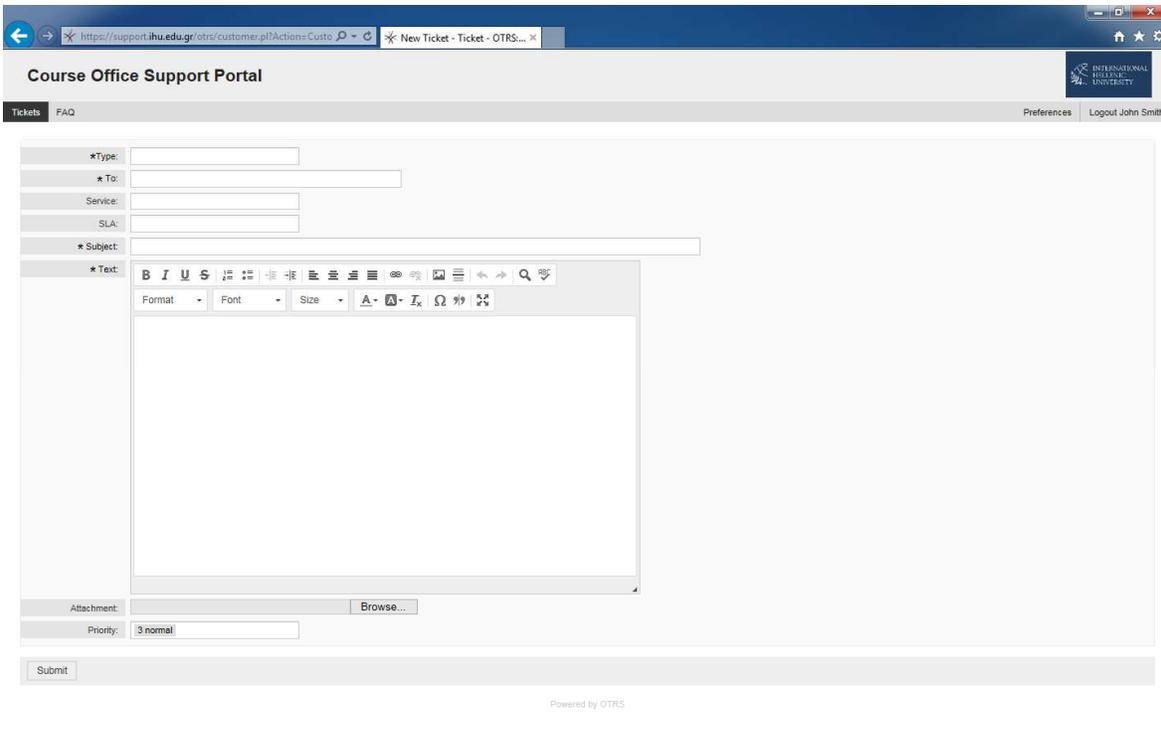
Figure 4: New ticket form

In this form, you may fill in the necessary details concerning your request. You can use the **Type** drop-down menu to specify the type of request (see Figure 5).
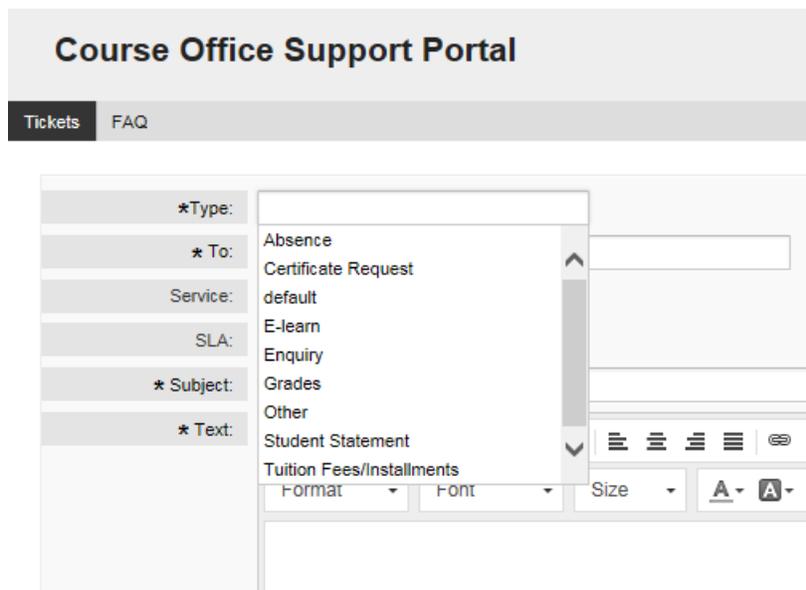

Figure 5: Ticket Types

Next, click in the box next to the **To** field, click on the arrow next to the *Course Office Queue* and select the Programme of your study (see Figure 6). If you wish to submit any accompanying documents, click **Browse**, select your document and click **Open**.

Figure 6: Programme of study

Fill in the fields *Subject* and *Text* with the details of your request and press Submit. Your Ticket will now be visible from the menu *Tickets* -> *My Tickets*.

2. Viewing/Editing a ticket

Your can view your tickets in the home page of the Course Office Support Portal.
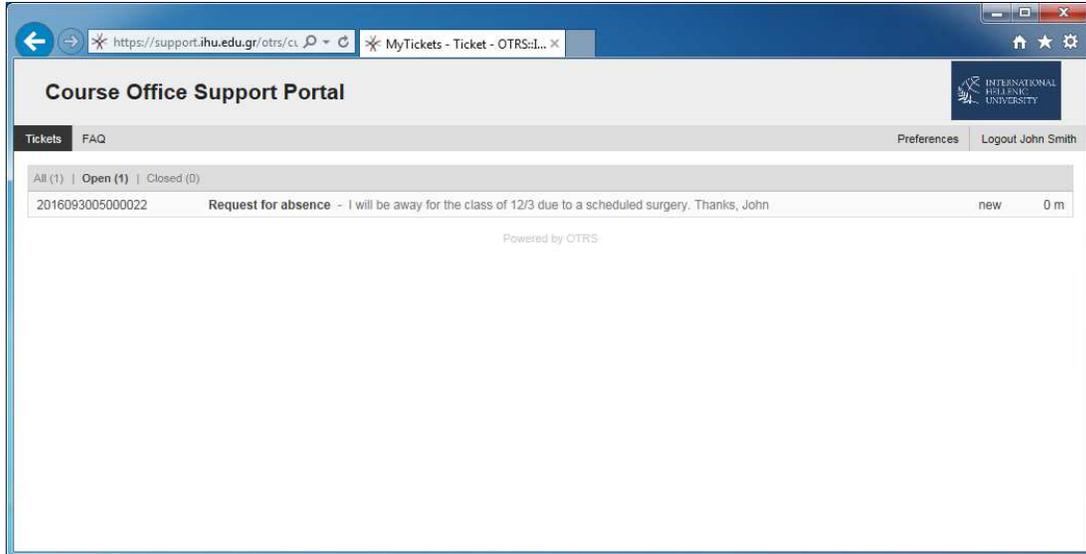
Figure 7: Home Page

Clicking on the ticket will open it in full view:
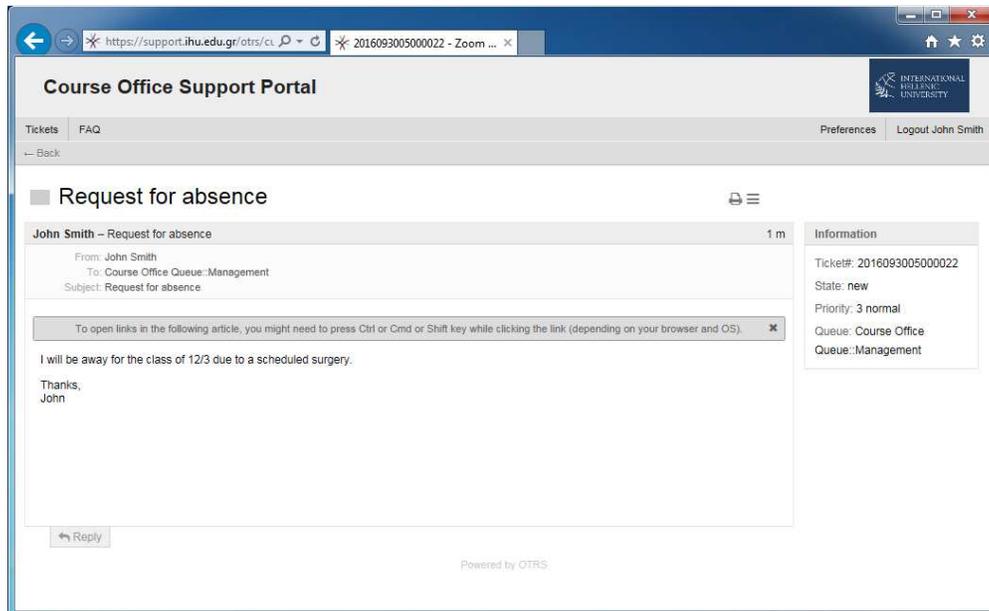
Figure 8: Ticket full view

By clicking on *Reply* you are given the option to edit your ticket, or close it. Closing your ticket will render your request complete and mark the issue as resolved. You are also given the option to upload attachments, if necessary.

Figure 9: Editing ticket