

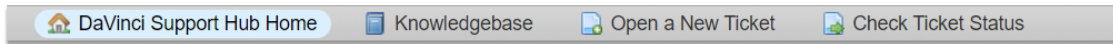
DA VINCI STUDENT SUPPORT HUB GUIDE

Da Vinci Support Hub

OPEN A TICKET



Guest User | [Sign In](#)



Welcome to DaVinci Support HUB - D@SH

In order to streamline support requests and better serve you, we utilise a support ticket system. Every support request is assigned a unique ticket number, which you can use to track the progress and responses to your query online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

Featured Questions

- [How do I reset my Moodle\(LMS\)password?](#)
- [How do I reset my M365 Da Vinci Microsoft account?](#)

Featured Knowledge Base Articles

IT Support

[How do I reset my M365 Da Vinci Microsoft account?](#)

To reset your M365 online password, follow these general steps:

Access the Password Reset Portal: Depending on your

[How do I reset my Moodle\(LMS\)password?](#)

To reset your Moodle password, please follow the link provided below. Your new password reset link will be sent to your Da Vinci

To open a new ticket, you will need to visit the Da Vinci Support Hub Home - <https://davincisupport.co.za/> portal page of the help desk. Once you have arrived at that page, click on one of the two "Open a New Ticket" buttons.



When you click the button, you will be redirected to a ticket form, where you can share the required contact detail fields for the ticket, i.e., email address, the name of the ticket owner, phone number, etc. In addition, you will see a Help Topics field. By choosing a help topic, you can direct and streamline the information you are submitting to the support hub. Each help topic has a different set of options to select and related possible queries depending on the help topic selected.

Open a New Ticket

Please fill in the form below to open a new ticket.

Contact Information

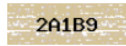
Email Address *

Full Name *

Phone Number
 Ext:

Help Topic

— Select a Help Topic — *
 — Select a Help Topic —
 Academic and Student Support
 Events
 Finance
 General Inquiry
 IT Support
 Registry



Enter the text shown on the image. *

Create Ticket Reset Cancel

Phone Number
 Ext:

Help Topic
 Academic and Student Support *

Academic and Student Support

Any queries or concerns related to academic and support matters impacting the student journey inter alia, the facilitator, the material, assessments, student support, library, research, marking, results, Moodle or other DaVinci online platforms, communication, tuition support sessions, scheduling, general wellness, extensions, programme convener, etc. By providing this information upfront, you enable our support team to expedite the resolution process, ensuring minimal disruption to your academic progress

Type of Query
 — Select —
 — Select —
 Academic Support
 Communication and Collaboration Tools
 Extension Request
 Facilitator and Tuition Support Sessions
 How can I access the tuition support sessions?
 Issues with Remote Proctoring
 Library and Research Resources
 Moodle
 Online Assessment and Marking
 Online Exam and Assessment Concerns
 Programme Schedule
 Re-mark Request
 Student Support - Counselling
 Student Support - De-registration
 Student Support - Deferral
 Student Support - Failed Formative
 Student Support - Failed Summative
 Student Support - General
 Student Support - Non-participation

Select your Programme Convener(if applicable)
 — Select —

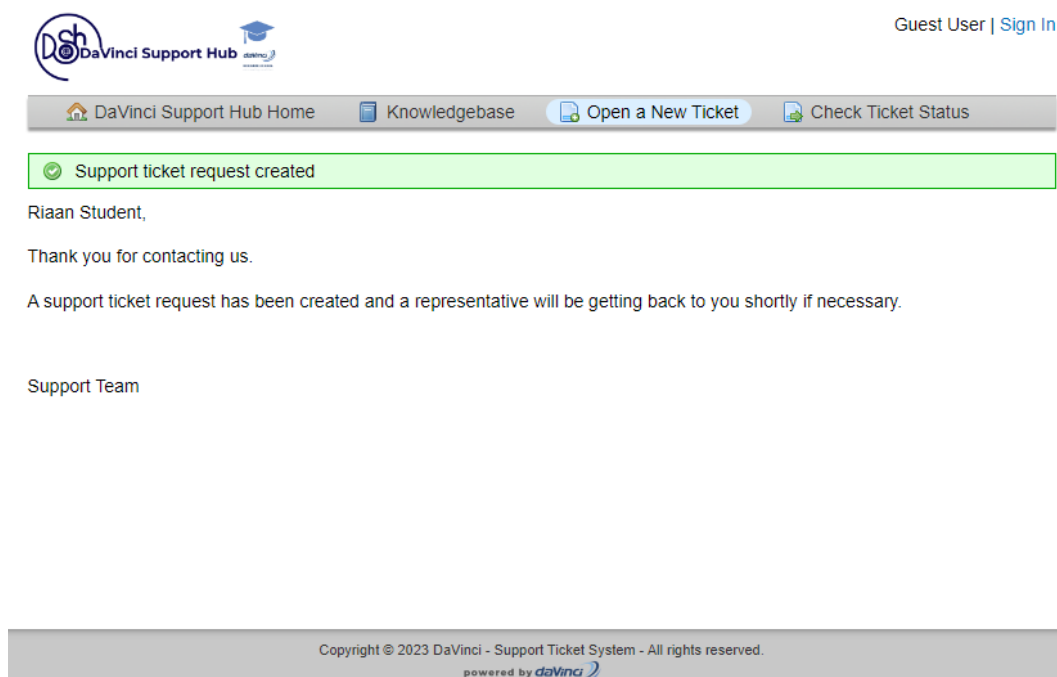
Group Name/Cohort(if applicable)
 — Select —

Select Module Relevant to Query(if applicable)
 — Select —

Choose the relevant support topic that matches your problem, and provide a concise description in the issue summary, similar to an email subject line. Include as much information as needed in the message body. Utilize the HTML Rich Text toolbar to format your content, add images and videos, and insert links. Once your ticket is fully filled out, make sure to click the “Create Ticket” button.



Once you have successfully created the ticket, you will be directed to a confirmation of the ticket request being created.



Once you have created your support ticket you will receive an email with your ticket number and a link to the support hub to track progress.



DaVinci Support Hub <supportHub@davincisupport.co.za>



To: Studenttest1

Mon 30/10/2023 10:43

You don't often get email from supporthub@davincisupport.co.za. [Learn why this is important](#)

Dear Student,

A request for support has been created and assigned #672187. A representative will follow-up with you as soon as possible. You can [view this ticket's progress online](#).

Your DaVinci - Support Ticket System Team,

If you wish to provide additional comments or information regarding the issue, please reply to this email or [login to your account](#) for a complete archive of your support requests.

It's important to keep this email to respond and track progress.

CHECK TICKET STATUS

Using Email Address & Ticket Number

To check a ticket status, visit the main page of the help desk - DaVinci - Support Ticket System (davincisupport.co.za) just as when you opened the ticket. You will select one of the two “Check Ticket Status” buttons.

The screenshot shows the DaVinci Support Hub main page. At the top right, it says "Guest User | Sign In". The navigation bar includes "DaVinci Support Hub Home", "Knowledgebase", "Open a New Ticket", and "Check Ticket Status". Below the navigation bar is a search bar with the text "Search our knowledge base" and a "Search" button. To the right of the search bar are two buttons: "Open a New Ticket" (blue) and "Check Ticket Status" (green). The main content area starts with a heading "Welcome to DaVinci Support HUB - D@SH" followed by a paragraph explaining the support ticket system. To the right of this text is a box titled "Featured Questions" with links to "How do I reset my Moodle(LMS)password?" and "How do I reset my M365 Da Vinci Microsoft account?". Below this is a section titled "Featured Knowledge Base Articles" with a sub-section for "IT Support" containing links to "How do I reset my M365 Da Vinci Microsoft account?" and "How do I reset my Moodle(LMS)password?".

You will be redirected to the check ticket status page where you can access the ticket status information.

The screenshot shows the "Check Ticket Status" page. At the top right, it says "Guest User | Sign In". The navigation bar includes "DaVinci Support Hub Home", "Knowledgebase", "Open a New Ticket", and "Check Ticket Status". Below the navigation bar is a heading "Check Ticket Status" followed by the instruction "Please provide your email address and a ticket number. An access link will be emailed to you." Below this is a form with two input fields: "Email Address:" (with the example "e.g. john.doe@osticket.com") and "Ticket Number:" (with the example "e.g. 051243"). To the right of the form is a link: "Have an account with us? Sign In or register for an account to access all your tickets." Below the form is a button labeled "Email Access Link" and a padlock icon. At the bottom of the form area, it says "If this is your first time contacting us or you've lost the ticket number, please open a new ticket". The footer contains the copyright notice: "Copyright © 2023 DaVinci - Support Ticket System - All rights reserved. powered by daVinci".

Once those details are provided, the email address associated with the user account will receive an access link to the ticket thread.

WITH USER ACCOUNT

Another way to check the status of a ticket is to log in directly to the system to access all of your tickets. In order to do this, you will need to create a user account by clicking on register for an account. Once you have completed the registration process, you will need to follow the email link that you receive to confirm the account. To login, simply visit the main portal for the help desk and enter the credentials that you registered with. The benefit of creating a user account is that all tickets associated with your account will be listed in the ticket queue.



**DAVINCI HOUSE, 16 PARK AVENUE,
MODDERFONTEIN, JOHANNESBURG, SOUTH AFRICA**

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Tel: (011) 608 1331

Tel: (011) 608 1380

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