Access Assistance

- The SUNY Online Help Desk continues to be a point of support for our distance education faculty. You can access them in a number of ways:

    o Check their website: online.suny.edu/help (support hours may change by semester but generally are all EST: Mon to Fri 7:00 am to 12 midnight, Sat 10 am to 8 pm, and Sun 10 am to 9 pm)

    o Call tech support toll free: 1-844-OPENSUN ← easy to remember once you realize that's 844-OPEN-SUNY without the "Y" or, if you prefer the digits, 1-844-673-6786

    o Submit a support ticket: sunyonline.teamdynamix.com

- There's a Brightspace for Faculty page on the SCCC website as well as some materials on Brightspace for Students.

- In the SCCC portal, click Suffolk Online, then Faculty Resources for more materials and links.