


Get help

 Changes to CIT support channels, effective 8 Aug 2019.

With the launch of LumiNUS and the growth of other Centre for Instructional Technology (CIT) services, we have restructured our support channels.

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Online Service Desks

We have various service desks for our services, and these will continue to be the fastest way to get help:

- [LumiNUS Staff Help](#)
- [LumiNUS Student Help](#)
- [CIT Services Help](#)

These are linked from [LumiNUS](#) as well as CIT's [website](#) and [wiki](#).

LumiNUS help links on LumiNUS log in page



[NUS User Login](#)

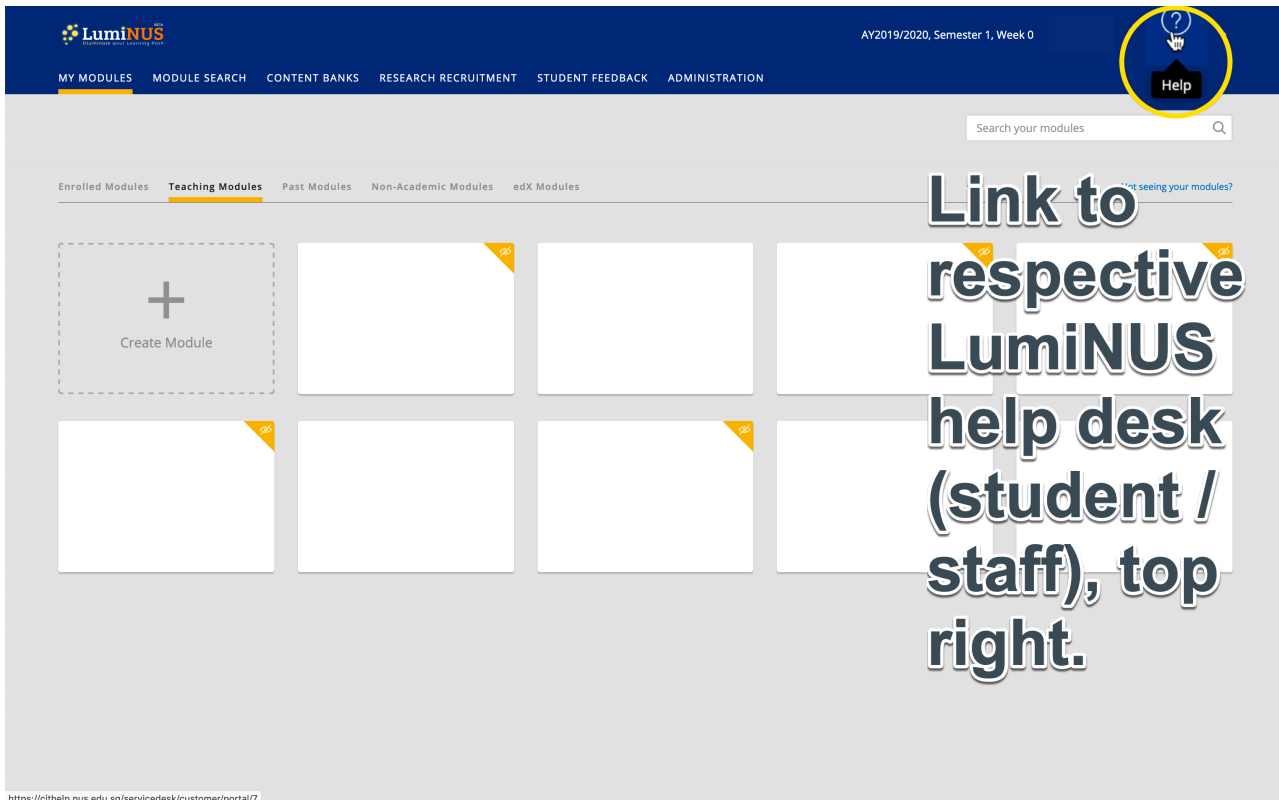
[Forgot password?](#)

[Non-NUS User Login](#)

[Terms of Use](#)

LumiNUS help links on bottom left of log in page.

LumiNUS help links when logged in to LumiNUS



<https://cithelp.nus.edu.sg/servicesdesk/customer/portal/7>

Why Online Service Desks?

1. Users may find answers on their own as they are linked to [CIT Services](#), [LumiNUS Staff](#) and [LumiNUS Student](#) guides.
2. We can quantify, monitor and improve our response times.
3. Clear allocation of responsibility for tickets.
4. Forms allow us to collect important information faster.
5. Common issues can be handled via automation.
6. Allows us to take a group approach to support rather than relying on individuals.

CIT Systems Update

CIT has a [systems update site](#) which highlights maintenance and issues with our services.

It also details the status of cloud services that NUS uses, such as Turnitin and Zoom. While we try to mirror the status of these services on the systems update site, it is best, if you are a heavy user of the respective cloud services, to subscribe directly to updates from those services. The sidebar of the systems update site has details.

Summary of changes

The table below details the changes to CIT's support channels.

Channel	Previous	As of Thursday 8 August
LumiNUS Staff Help	Users create tickets online only.	No change. Links in LumiNUS already point to the help desk.
LumiNUS Student Help	Users create tickets online only.	No change. Links in LumiNUS already point to the help desk.
CIT Help	Users create tickets online or via email cithelp@nus.edu.sg .	Users create tickets online only. Links on CIT website and wiki.

Emails to NUS IT Care itcare@nus.edu.sg	IT Care forwards to CIT.	No change.
CIT Systems Update	Status of CIT services and cloud services CIT administers.	No change.
IVLE Staff Help	Users create tickets online or via email ivlehelp@nus.edu.sg .	Help desk removed by 8 Aug. Users email itcare@nus.edu.sg.
IVLE Student Help	Users create tickets online or via email ivlestuhelp@nus.edu.sg .	Help desk removed by 8 Aug. Users email itcare@nus.edu.sg.
IVLE Web Master citivle@nus.edu.sg	Catch-all email for IVLE support. Also used for administering some external services.	Account will be for outbound email only and for administering some external services.
Non-NUS users	Email citivle@nus.edu.sg or itcare@nus.edu.sg .	Open help desks to non-NUS users on a trial basis.

Footnotes

¹ CIT Services include:

- Blog.nus
- iThenticate
- Panopto
- Poll Everywhere
- Turnitin
- Web Conferencing
- Wiki.nus