Methods and references for support if you have problems with online lessons or online University activities

Type of problem	Example of problem	Contact
Elly portals	The portals are not working or other issues dealing with Elly	supporto.elly@unipr.it
Ms Teams	Problems of access to the software, some of the functions are not working properly (e.g. the system does not recognise your University credentials, you cannot watch videos etc.)	supporto.lezionionline@unipr.it
Technical or pc problems	E.g. the software installation does not work, the microphone does not work, your webcam is not detected, etc.	helpdesk.informatico@unipr.it
Email, other University platforms (e.g. ESSE3)	E.g. invalid password, blocked or inactive credentials, problems with Office 365 mailbox, problems with ESSE3 or other platforms	helpdesk.informatico@unipr.it

Guides, instructions, tutorials	How can I do that? How does it work? Where can I find tutorials etc.?	http://selma.unipr.it/didattica-online/
Administrative issues	Validation of ECTS, registration to exams, questions on lessons schedule etc.	Administration offices of your Department
Problems with a course on Elly	Enrollment key of a course on Elly, information on exams, schedule and contents.	The teacher of the course
Procedure of seat reservation	Problems with seat reservation for in person lessons	prenotazione.posto@unipr.it 0521 906789