
All service requests and consultations must be routed through the CCIT ticketing system.

Email ITHELP@clemson.edu and be sure to:

- Enter a problem description in the subject line
- **THIS IS IMPORTANT** → CC Greenville IT Support (ONEITSUPPORT@clemson.edu)
- Enter your problem description in the body of the e-mail

After hours and weekends: You can contact the CCIT Call Center at (864) 656-3494 – they are available to assist you with software-related questions and other requests such as:

- Password resets, Blackboard access, Clemson e-mail accounts, and more
- See [CCIT Help Desk Hours](#)

Rest assured: if these steps are followed, your ticket will be properly routed and responded to in a timely manner.

Our ticketing system is used for the purposes of:

- Establishing each user's position in the queue
- Increasing departmental transparency
- Improving communication across CCIT
- Generating reports on work quantities, which affords us more help
- Documenting resolutions
- Allowing Technical Support to focus on tasks on a needs- and priority-level basis

NOTE: If you receive e-mail from ITHELP@clemson.edu, there has been a status update to your ticket, and a member of CCIT may be trying to contact you. Thank you for your cooperation!
