# IT ISSUES: Where to go for help

## My Dundee Help

Need help with My Dundee? Your first port of call is My Dundee’s knowledge base, Eesysoft. Click the  icon for help suggestions or choose from a range of topics.

## IT Service Desk

Visit the IT Service Desk on the bottom floor of the Main Library on Campus to get one-to-one help.

## Troubleshooting

* [Clear cache and cookies](https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en)
* Try a different browser. For example, switch from Firefox to Google Chrome

## Digital Guides

* Take a look at [UoD IT guides](https://www.dundee.ac.uk/it/guides) for general IT issues from email to security
* For guidance on digital education services from My Dundee to Collaborate visit the [CTIL Service Guides.](https://ctil.dundee.ac.uk/)

## Vendor Guides

Having trouble with one of our vendor services such as Turnitin or Yuja? You can find tutorials, help and guidance online via vendor guides.

* [Blackboard Learn Help](https://help.blackboard.com/Learn)
* [Yuja Help Center](https://support.yuja.com/hc/en-us)
* [Turnitin Help](https://help.turnitin.com/Home.htm)
* [Microsoft Support](https://support.microsoft.com/)
* [Mentimeter Help Center](https://help.mentimeter.com/en/)

## Help4U

Still need help? Contact the service desk, Help4U via our [self-service portal](https://help4u.dundee.ac.uk/).

Remember to:

* Include important information e.g. module codes
* Note time/date of issue if recurring
* Include [screenshots](https://www.take-a-screenshot.org/android.html) if relevant
* Keep to one question/tool per call