IIUC eSupport User (Student) Guide: Version 1.0
International Islamic University Chittagong (IIUC)
Version: osTicket 1.18.1 (Open Source)
Agent Portal: https://esupport.iiuc.ac.bd/scp
User Portal: https://esupport.iiuc.ac.bd

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1. Registration: Not Required. We already added you is the system
2. Login
→Go to **https://esupport.iiuc.ac.bd/scp**
→Enter your credentials
    a.   User ID will be your **institutional email address**
    b.   Password: A password reset link has been sent to your **institutional email address**
→Click Log In

N. B :
    1. Help topic that are sentences describing your problems will be pre-formatted. This list is not fixed. It will be updated from time to time as per your needs.
    2. **Ticket** Creation needs to log in to the system
    3. The **Agents** are personnel at the offices of IIUC who will answer your queries.