

Requesting Azure Support

IMPORTANT: Do not use Azure support requests for lab troubleshooting or HW assistance. Those requests should go through your instructional staff.

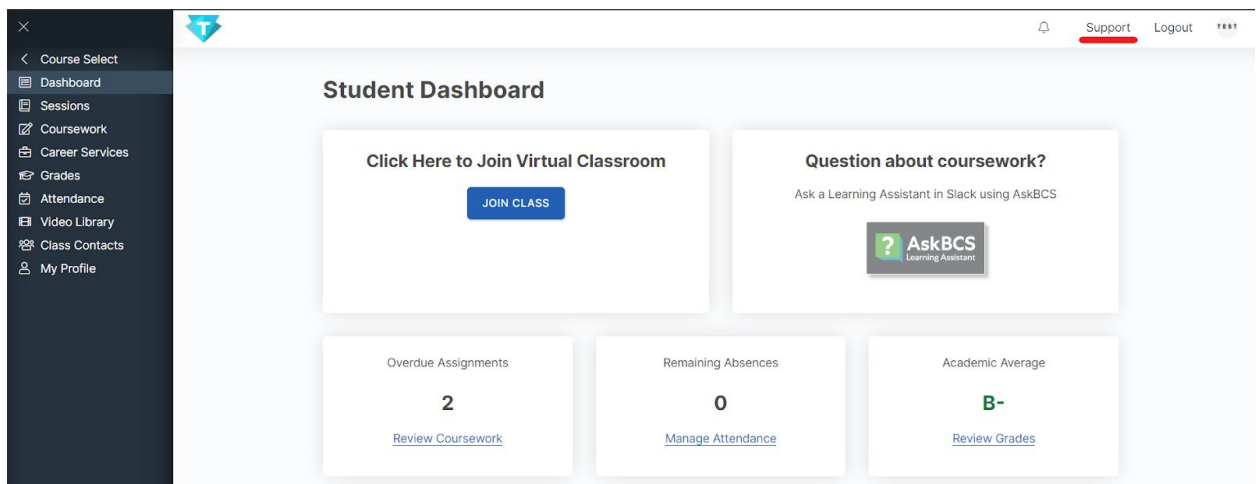
When to request Azure support

1. You've run out of lab hours.
2. You are having issues with your Azure account password.
 - a. If you were able to log in previously, use the "Forgot Password" feature. This should send an email to the recovery email address that you registered on your first log in.
 - b. If this is your first time logging in and experiencing password issues, first make sure that everything is typed correctly. The credentials are case sensitive, so beware of that as well and make sure that you do not have caps lock enabled.
 - c. If after completing the first two troubleshooting steps, but still having issues, move onto "Submitting a Ticket".

If you have experienced either of these issues, you will need to submit a ticket using the steps detailed below.

Submitting a Ticket

1. Log into BCS and click the Support link in the upper right corner of the page.



2. Once on the Support page, fill out the request form. Make sure to choose the "Student" role, otherwise you will not receive the appropriate support.

NAME

Test Student1FSFFT

EMAIL

testaccount+student1fsfft.uat@trilogyed.com

I AM A

Choose your role

Choose your role

Student

TA

Instructor

Career Director

Student Success Manager

3. For the Category option, choose "Azure".

For help with student services or other inquiries use the support form below to create a

Choose a Category

Azure

My Schedule

BCS Tech Support

Tuition & Financing

Facilities and Parking

My Progress

Tutor Request

Attendance

Homework

Gitlab / Github Tech Support

Career Services

Assignment Dates

Class Dates

Login Issues

Sisense Support

BCS Careers Support

AskBCS Learning Assistant

Choose a Category

4. For the subcategory, choose "Azure Account Access". This subcategory can be used for both password issues and lab quota issues.

QUESTION SUBCATEGORY *

Azure Account Access	▼
Choose a Subcategory	
Azure Account Access	

5. Next, provide a brief description of the issue you are facing. Make sure to provide as much information as possible to get the appropriate support:
 - a. Full name
 - b. The account that you are using. This should be your @cyberxsecurity.onmicrosoft.com.
 - c. Description should include:
 - i. If you are requesting additional lab hours, please make sure to also include which lab environment you need lab hours for (Windows, NetSec, Web Vulns, etc.)
 - ii. If you are experiencing issues with your credentials, make sure to provide the account username as well. If you were not assigned a set of credentials, explain that you were not assigned this information in the description.
6. Finally, click on "Submit Support Ticket". You will receive an email response as soon as we are able to resolve the issue.

NAME

Test Student1FSFFT

EMAIL

testaccount+student1fsfft.uat@trilogyed.com

I AM A

Student

QUESTION CATEGORY *

Azure

QUESTION SUBCATEGORY *

Azure Account Access

WHAT CAN WE HELP YOU WITH? *

My name is Joe Smith, I'm using the account
joe.smith@cyberxsecurity.onmicrosoft.com and I have run out of lab hours for my
Windows environment. I would like to request some additional hours so I can
complete my homework. Thank you!

SUBMIT SUPPORT TICKET

[CANCEL, GO BACK](#)