Student Live Support Chat

Customer Portal

The Live Support Chat window is a website that provides a starting point for students to seek help with their email or Online classes. The student will be given the opportunity to join a support session and connect with representatives who are logged in and available to provide assistance. The URL for SCI is: https://scihelp.fastsupport.com/

Live Chat support will be available Monday through Friday for two time periods, 9 – 11 AM and 2 – 4 PM, when the business office is open. When the offices are closed, you will be given the opportunity to submit a trouble ticket that will be answered according to the urgency.

The ticketing system is to be used for situations such as not being able to log into Office 365 email, unable to log into your eBook or if you cannot log into your online classes. If you have issues with not getting your eBooks code, determining when and where to submit your course work, taking exams, etc. you need to contact your instructor.

You will be directed to a page similar to the screenshot below. If Support personnel are available, you will see a message that says “Live Support Available”
If Support personnel are unavailable, you will see a message that says “Live Support Unavailable.”

Once you get to the Chat Screen, please type in your question with as much detail as possible. Enter your First and Last names as well as an email address in case follow-up support is necessary.

In the event that you attempt to start a Chat session and there are no support personnel logged in, you will see the message “Live Support Unavailable.” You will be able to enter your information and an email will be sent to the support team for notification. Someone from support will contact you no later than the next business day. Please be sure to leave a good contact phone number in your question field so we can call you if necessary.

If Support feels it may be best to request you to grant access to your computer so everyone can see the same thing, the support personnel will discuss this with you. Support CANNOT connect to your computer without your permission. This permission would need to be granted by you each time. Support cannot make a connection without your permission. This request will only be good for the issue being experienced when you initiate the support request.