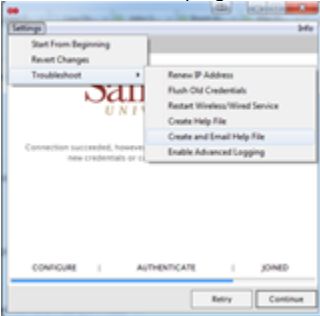


Creating a Help File from the SU-Connect Secure W2 program

If you are having problems connecting to SU-Secure using the SU-Connect wizard, you can create a Help File that you can then add to the ticket as an attachment.

Create the file on a Windows computer

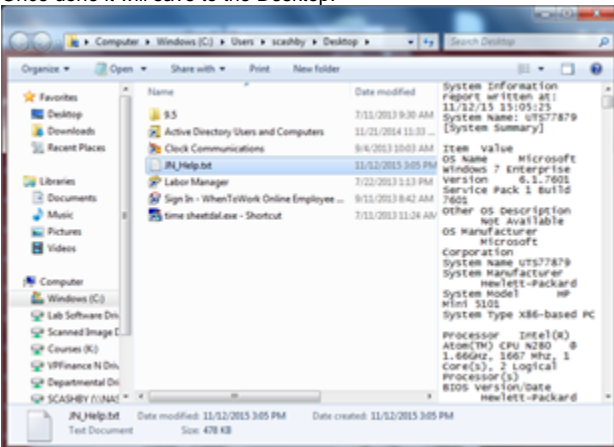
- From the SecureW2 program choose Settings>Troubleshoot>Create Help File



- The program will gather information for the help file.



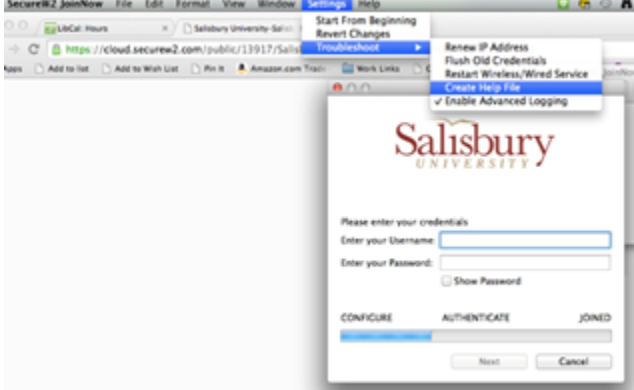
- Once done it will save to the Desktop.



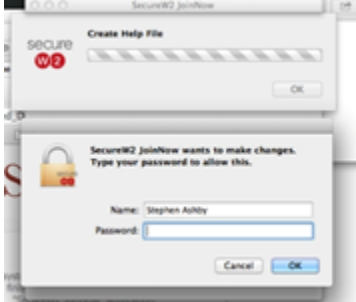
- From there you can save the file to a thumbdrive.

Create the file on a Mac

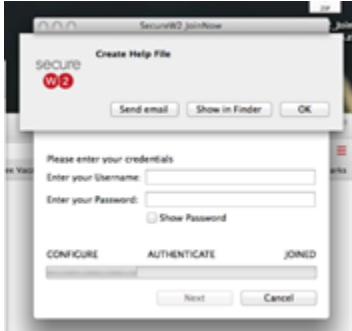
- From the SecureW2 JoinNow program, click Settings>Troubleshoot>Create Help File



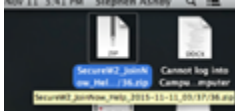
- Have the user enter their Mac credentials if prompted.



- Once it's finished, choose OK.



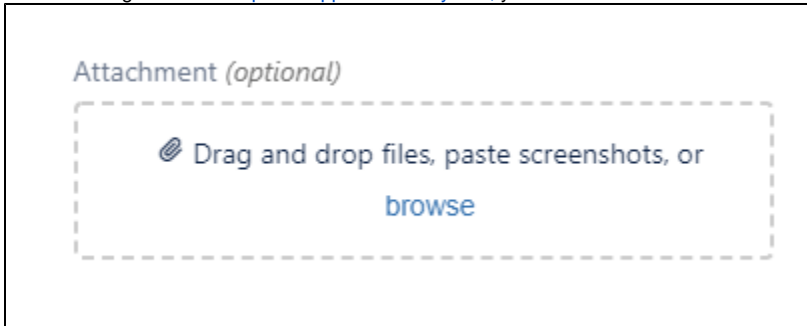
- The file is saved on the desktop.



- Copy it to a thumb drive so that you can attach it to the ticket.

Attaching it to the ticket

- When creating a ticket at <https://itsupport.salisbury.edu>, you can add an attachment in the Attachments window:



- You can either drag and drop the file, paste screenshots, or browse for a file to attach.

Related articles

Content by label

There is no content with the specified labels

