



UNIWERSYTET  
WARSZAWSKI



## DCC UW Helpdesk

The Helpdesk of the Digital Competence Centre UW ([pomoc-ckc@uw.edu.pl](mailto:pomoc-ckc@uw.edu.pl)) provides support for:

- academic teachers running online classes on Kampus 1 and Kampus 2 e-learning platforms,
- examiners using the Kampus-egzaminatory platform,
- administrative staff dealing with affairs of students participating in online classes on the Kampus platforms,
- students participating in online classes on the Kampus platforms and in online exams on the Kampus-egzaminatory platform.

If you are not sure how to:

- request an online class on the Kampus platform,
- authorise students enrolled in your classes in USOS into your e-course on the platform,
- design assignments and tests/quizzes,
- match the platform tools with your educational needs,

or have any other doubts about preparing or running an online class on the Kampus platform, do not hesitate to contact us via email!

### Helpdesk activities:

- We work Mon-Fri 8:00-16:00.
- We do our best to answer your queries as fast as possible - but it will largely depend on how precisely you describe your problem, how complex the problem is and what the current Helpdesk workload is.
- We are sure that we answer academic teachers' and students' queries when you use your university email addresses (@uw.edu.pl or @student.uw.edu.pl).
- In your query include as much useful information as possible:
  - the direct link to your e-class/exam, the course title, USOS code, group number,
  - a detailed description of a problem – screenshots, time and date of the problem occurrence etc., are always of great help,
  - your name and surname.
- Since we use a special communication system to answer your queries, our responses may contain automatically added infos like the query number or query progress update etc.
- Please, submit new queries as new messages to [pomoc-ckc@uw.edu.pl](mailto:pomoc-ckc@uw.edu.pl). The messages sent as replies to earlier correspondence do not get into the system, but are forwarded to the person who had dealt with the query before, which may delay query completion.

### Visit also:

- [„Zajęcia zdalne” \(Online classes\) - an informative website](#)
- [„Niezbędnik prowadzącego” - an instructional e-course for academic teachers](#) (log in with your USOS account - PESEL i password)
- [„Niezbędnik egzaminatora” - an instructional e-course for examiners](#) (log in with your USOS account - PESEL i password)