

Getting Help with YuJa Panorama

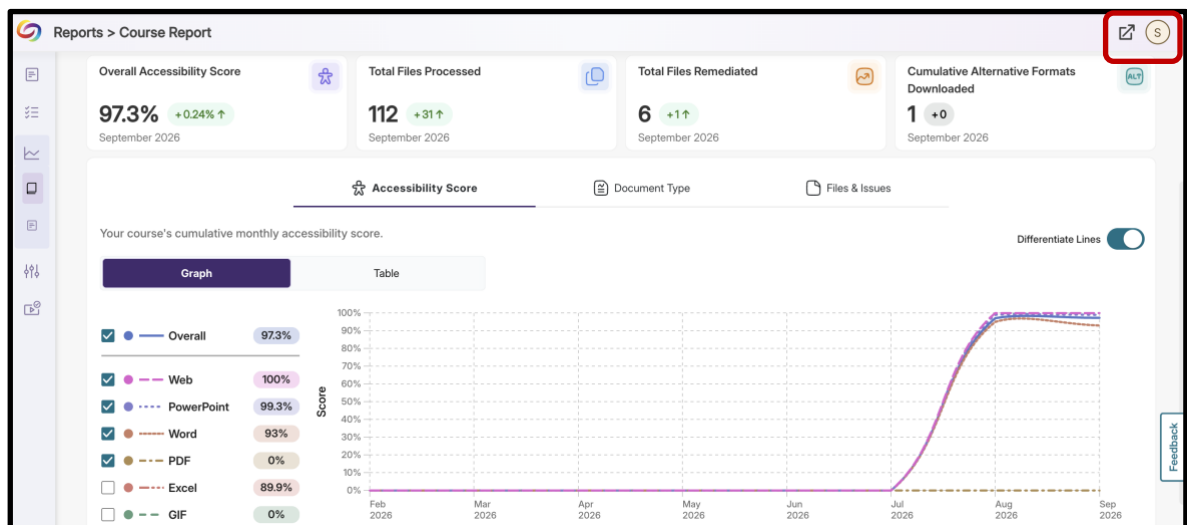


Overview

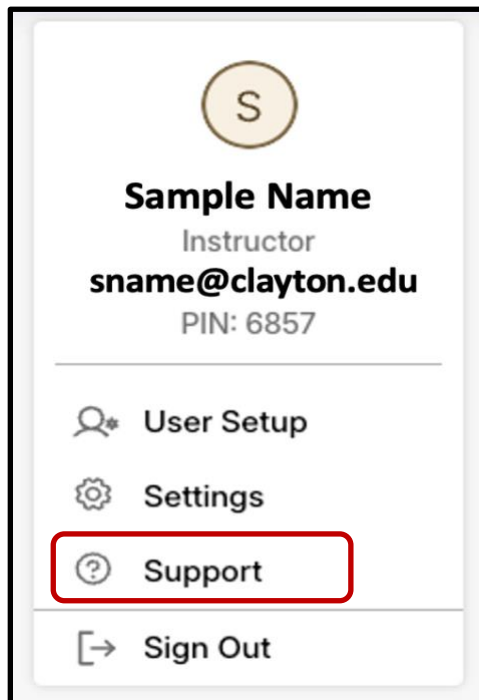
This guide provides helpful information for finding support and assistance with YuJa Panorama. Whether you have questions about using Panorama, encounter an issue with a feature, or need help troubleshooting a problem, this guide will help you identify the appropriate resources and support options available through the YuJa website.

Use the information below to find answers, access helpful resources, and connect with YuJa Support when additional assistance is needed.

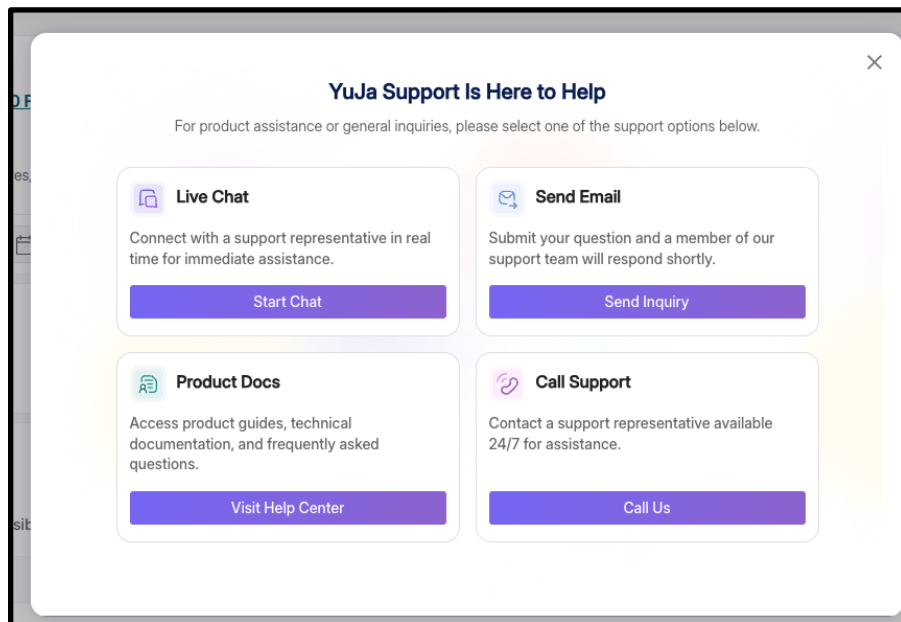
1. Once you have logged into D2L and selected Panorama from the NavBar in your course, you will be brought to the Course Report page for your course.
2. In the right hand corner of the Reports page, you will see the initial of your first name in a circle, click the Letter Icon.



3. You will see a pop-up containing the following options. Select **Support**.



4. On the next pop-up, you will be presented with 4 options for YuJa support as shown here:



YuJa provides several options for receiving assistance, including **Live Chat, Call Support, Email Support, and helpful support documents**. You can choose the support option or resource that best fits your needs.

When contacting YuJa Support, be prepared to provide the documents or files you are working with, along with any relevant details about the issue. Providing these materials will help the support team better understand the problem and assist you in resolving it.