Get help with OneUSG Connect

There are several ways you can get assistance from OneUSG Connect Support!

Call for support
1-877-251-2644

Send an email
sscsupport@ssc.usg.edu

Submit a ticket
Use the Help tile in OneUSG Connect. Complete the form to open a ServiceNow ticket for assistance.

Every page in OneUSG Connect has a Help tile that links to the form.

Submit a ServiceNow Ticket

- Employee Name
- Business Email
- Institution
- Subject
- Please provide as many details as possible related to your question or issue:
  - What are you trying to do?
  - Did you receive an error message? if so, what did it say?
  - What steps did you take?
  - What unexpected behavior did you encounter?
- Please describe your issue.