FSO Support Fact Card

FSO Support Contact Information

Email
fsosupport@fullsail.com

Toll-Free Telephone Number
1-877-437-6349

Hours
Monday to Sunday, 8:00 a.m. to 2:00 a.m. (EST)

FSO Support Knowledge Base
https://fso.zendesk.com

Full Sail University Connect Page
https://orgsync.com/50452/chapter

The Student Support Center (SSC) Team

For help with: Advising, Education, Business Office, Financial Aid, contacting your instructor, etc.

Email
studentsupport@fullsail.com

Toll-Free Telephone Number
1-855-FSHELP2

Hours
Monday to Thursday, 8:30 a.m. to 9:00 p.m.
Friday, 8:30 am to 8:00 p.m.
Saturday, 9:00 a.m. to 6:00 p.m.

Full Sail University Connect Page
https://orgsync.com/52122/chapter

NOTE: To uphold Full Sail's Academic Dishonesty policies and the integrity of each student's responsibility for completing their own work, FSO Support is unable to help students complete their activities. FSO Support focuses on the technical functionality of an application or software being used to complete activities.

FSO Support's Mission

To provide superior customer service, guidance, and resolutions for students experiencing technical difficulty while using our learning management system (LMS) and associated products.

FSO Support offers help in the following areas:

- FSO 3.0 functionality
- Log in and access to FSO 3.0
- Accessing My Courses using Full Sail University Connect
- Basic support for Project LaunchBox items that are provided across all degree programs (iLife, iWork, Microsoft Office)
- Basic software installation for Project LaunchBox–specific components
- OS X basics
- Windows basics
- Student email basics
- E-book and PDF readers
- Logistics and materials
- Web browser basics
- File sharing solutions
- Chat interfaces
- Google Drive apps
- Technical functionality related to completing assignments while using the solutions listed above (i.e., how to export a GarageBand file)

FSO Support is unable to assist with the following topics, and students should contact their instructors for assistance:

- Degree-specific Project LaunchBox software and hardware help (Maya, Pro Tools, Adobe Master Suite, Logic Pro, Final Cut Pro, cameras, gear, equipment, etc.)
- Third-party software, applications, and websites used at the course level that are included by the instructor and not in Project LaunchBox
- Assignment clarification
- How to complete assignments
- Resubmitting assignments
- Extensions on assignments