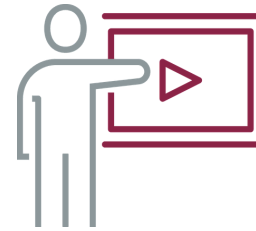


# Who to ask for technical assistance

## SUNLearn lecturer support page

Visit the SUNLearn [Lecturer Support for Teaching Online](#) page to view general SUNLearn guidelines, resources and self-help guides.

STEP  
01



## LTS

For **general IT and/or SUNLearn support**, log a ticket with the Learning Technologies Support (LTS) team on <https://learnhelp.sun.ac.za>. If you struggle to log a ticket, email the LTS team at [learn@sun.ac.za](mailto:learn@sun.ac.za).



STEP  
02

## Faculty BLC

Each faculty's Blended Learning Coordinator (BLC) fulfils a different role. To enquire on what your faculty's BLC can assist you with, contact them directly. Their contact details are available [here](#).

STEP  
03



## Faculty CTL advisor

Contact your faculty's Centre for Teaching and Learning (CTL) advisor if you have any **pedagogical questions** related to teaching, learning, assessments and/or your curriculum. Their contact details are available [here](#).



STEP  
04

## Hybrid Learning team

The Learning Designer responsible for your offering can be contacted directly if you experience any **design-related issues**. Technical queries need to be logged with the LTS team (see Step 2 above).

STEP  
05

