

NewsFlash!

In an effort to provide focused and dedicated support to the Quali Coeus (KC) system, effective March 1, 2018, your support calls will no longer be routed to the general ITS help desk. Please submit any KC related questions and/or issues directly to the TARA Help Desk at tarahelp@usc.edu. TARA Help Desk support will be staffed with KC specialists available during the business hours of 8:30am - 12pm and 1pm - 5pm, Mondays through Fridays. Once your request is received, you will receive a response within four business hours.

To expedite the handling of your inquiry, please ensure you include as much detail as possible regarding the issue. The following are suggested details and/or information to include:

- The KC eDoc #
- The date/time of the issue
- A screenshot of the error message and/or issue
- The Sponsor's deadline, if proposal related

Thank you for your patience and support as we continue to improve technical support for KC.