



**VIT**<sup>®</sup>  
Vellore Institute of Technology  
(Deemed to be University under section 3 of UGC Act, 1956)

## VITOL Support System

Learners are requested to carefully review the **Learner's Handbook**, which outlines the VITOL academic policies and addresses most common queries.

If a learner experiences any difficulty with the course content of a specific course, they are advised to post their queries in the **discussion forum** of the respective course. Mentors, course coordinators, subject matter experts, or peer learners will respond within one working day.

If a learner faces challenges in the learning process or any other VITOL-related procedures that are not clarified in the Learner's Handbook, they may raise a query through the **LMS Ticketing System** (<https://lms.vitonline.in>). Each request will be assigned a unique ticket ID, which should be used for all future follow-ups. The support team will respond within two working days.

If no response is received through the ticketing system, the learner may escalate the issue to the **concerned Head of the Department (HoD)** via email, quoting the ticket ID. If the issue remains unresolved for an extended period even after escalation to the HoD, the learner may further escalate the matter to the Email with all/required supporting documents at [info.vitol@vit.ac.in](mailto:info.vitol@vit.ac.in) for the attention to the **Director, VITOL**.