

Obtaining Technology Assistance

Heartland Community College – Information Technology
Version 2.3 – 7/6/2017

WHO

The Technology Support Services team within IT is available to help with all your technology needs, from software to hardware to training to equipment checkout. Please do not hesitate to contact us!

WHAT

The IT Helpdesk is the single point of contact for obtaining technical support of all kinds. Helpdesk agents may not themselves be able to resolve your problem immediately, but they will know how and where to route your problem to facilitate the speediest resolution. Feel free to contact us for problems such as common workstation issues, how-to questions or training requests, hardware problems, trouble with classroom audio/visual equipment, checking out a laptop for the weekend, etc.

WHEN

The IT office is open from 7:30am until 5:30pm Monday through Thursday and from 7:30am until 4:30pm Friday. There is an IT staff member on campus and reachable via the IT Hotline until 6:30pm Monday through Thursday. Outside of these hours there are no IT staff members physically on campus; however, an IT staff member is on call and can be paged via the IT Hotline during the following times:

- Monday through Thursday 6:30pm – 9:00pm
- Saturday 8:00am – 5:00pm
- Sunday 8:00am – 8:00pm

When calling the IT Hotline during On Call hours, you will be prompted to leave either an urgent or a non-urgent message. To have the IT staff member on call paged you must leave an urgent message. Please leave your name, a callback number, and a brief description of the problem. Urgent messages will be returned within 30 minutes; non-urgent messages will be processed the following business day. Non-urgent issues can also be reported to the Helpdesk via email to helpdesk@heartland.edu, 24/7.

Note that there is nobody physically on campus on weekends. If you know that you will need technical support for a weekend event, you will need to coordinate that in advance with an event manager.

WHERE

The IT office is located in SCB 2000, on the second floor of the Student Commons Building in the corner nearest the Community Commons Building (south most).

HOW

There are a number of ways to get technical support! Contact us by any of the following methods:

- Email the Helpdesk at helpdesk@heartland.edu
- Call the IT Hotline at (309) 268-8350
- Visit the IT office in person in SCB 2000

*If you have an urgent or time-sensitive issue, please **call the IT Hotline** – do not rely on email!*

Don't hesitate to contact us – we are here to help!
(309) 268-8350 // HELPDESK@HEARTLAND.EDU