

HELP DESK HELP!

The Help Desk (x4395) services instructional network users including: technology in the classroom, online students and faculty office workstations. All administrative users or any classified staff other than Lab Techs should go through the Administrative Network (x7547). When calls that belong elsewhere go to the Help Desk, the Help Desk helps when they can and forwards the rest to the appropriate person or department.

When there are problems with classroom technology, it is best for instructors to call the help desk themselves. Calls placed on behalf of an instructor are not always effective since many require answering questions to which an intermediary may not know the answers nor will they be able to understand the triage of who to call and when. BUT, the help Desk will certainly accept calls from Lab Technicians and try their best to help them! The Help Desk also covers Lab Tech offices and prep areas as they are directly linked to instruction and our college network staff will help them.

IMPORTANT: Help Desk questions are best directed to x4395, NOT to a specific extension for a specific person since several staff in the department answer the Help Desk extension to allow for vacation and sick leave.

While the majority of calls are neither posted nor transferred but resolved on the spot, there are exceptions that don't fit into the established help desk categories. These calls require further research as they are not easily answered in a 3-minute telephone consultation. If the difficulties with classroom technology extend beyond what the assigned Lab Technician can remedy on the spot, they will require research and/or need to be placed on the task list. Instructors whose work requests are posted to the task list receive a receipt via email and asked to keep the help Desk posted on their progress. Additionally, the task list is available for public view by anyone in Outlook, so you can always see where your request is in the queue. Here's how to access it:

From "Folders" view in Outlook:

- Click on All Public Folders → Support → ICS-C → Helpdesk → Tasks

While there are exceptions to every rule, the fastest service results when Help Desk staff can speak directly to the person who experienced the problem. This expedites the request because it eliminates unnecessary emails between the help desk, intermediary and instructor. Following these Help Desk procedures will optimally garner the shortest possible turnaround time.

In addition to placing a call, help desk requests can now be sent to the c-helpdesk@gccd.edu email group when it is convenient. This email address is monitored by our support team including Connie Elder, Dean of Learning and Technology Resources.

**We now have help desk and technician coverage from 8:00 am to 8:00 pm
Monday – Thursday and Friday 8:00 am – 1:00 pm.**