

HERE'S WHAT YOU GET

- Fast Course Software Installs and Updates (licensed)*
- Fast Classroom Technology Support
- Fast Classroom Audio-Visual Service and Support
- Reliable Blackboard Assistance
- Technical Assistance with College-Provided Software
- After-Hours Technology Call Support
- Knowledgeable and Friendly Service by Trained Technicians

**some restrictions apply*

CONTACT INFORMATION

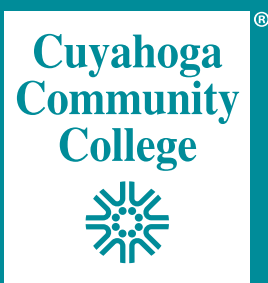
Classroom Technology Service
216-987-4257 or ext. 4257

Blackboard Support
216-987-4257 or ext. 4257

Other Technology Support
216-987-HELP or ext. 4357

Learning Commons Support
Visit your Campus LC Support Desk

Order Audio-Visual Equipment Delivery
kweb.tri-c.edu/learning-commons
(requires 24 hours notice)



ITS SERVICE CATALOG

For a complete list of ITS services provided by the ITS Department go to:
itservices.tri-c.edu.



Your new, one-stop solution for technology service and support



15-0416

ITSERVICES.TRI-C.EDU/TECHNOW



HERE'S HOW IT WORKS

HAVING A PROBLEM WITH A PC, PROJECTOR OR OTHER CLASSROOM TECHNOLOGY?

Call **technow** at 216-987-4257 or ext. 4257 between 8 a.m. - 8 p.m. weekdays.

A trained technician will contact* you within 15 minutes of receiving the order and will fix your problem on the spot or provide an alternate solution until the issue can be fixed.

**contact could be in person, by email or a phone call.*

SOFTWARE UPGRADES

No longer do you have to wait until the next semester to add or change software. With **technow**, you can add or upgrade your course software anytime by completing the Software Installation Request Form, available at itservices.tri-c.edu/software.

BLACKBOARD SUPPORT

Simply call 216-987-4257 or ext. 4257 between 8 a.m. - 5 p.m. weekdays.

AFTER-HOURS HELP

technow will route your call to a helpful after-hours agent who will assist you and, if necessary, put your issue in the College ticketing system to be picked up on the next regular business day.



ORDER AUDIO-VISUAL EQUIPMENT FOR THE CLASSROOM

We've taken the guesswork out of ordering A/V equipment. No more calling, sending emails or filling out different forms from one campus to another. Just use the easy-to-complete A/V Equipment Request Form located at kweb.tri-c.edu/learning-commons. A 24 hour notice is required for all equipment requests.

technow
TECHNICAL SUPPORT FOR FACULTY

FOR YOUR CONVENIENCE

Each classroom lectern has been outfitted with a **technow** contact information sticker.

BE SURE TO CHECK OUT THE NEW ITS SERVICES CATALOG AT ITSERVICES.TRI-C.EDU FOR ALL YOUR TECHNOLOGY NEEDS.