Problem with hardware/software while I'm teaching a class?

Do you need immediate assistance? (Projector won't turn on, sound won't play)

Yes: Use the intercom to call the in-building IT support. They will come to your classroom to help (within 60 seconds)

Intercom button not working? Go get Paul in Office 524 to see if he can be of assistance.

No: Submit a support ticket using the IT support website support.appstate.edu/

Problem with hardware/software in my personal office?

Do you need immediate assistance? (Your class starts in 10 minutes and you can't print off your exam)

Yes: Go get Paul in office 524 to see if he can be of assistance.

No: Submit a support ticket using the IT support website support.appstate.edu

Problem with AsuLearn?

Contact Mary Beth McKee (828-262-8637 mckeemb@appstate.edu)

Still no luck? Go get Paul in office 524 to see if he can be of assistance.

Can't get PowerPoint or another software program to do what you want it to for your class?

Go get Paul in office 524 to see if he can be of assistance.

Rather go say hi to Paul? Go get Paul in office 524 to see if he can be of assistance.

Frustrated with the online component to your selected textbook (Quia, Supersite, etc.)

Go get Paul in office 524 to see if he can be of assistance.

Haven't heard back from your support ticket? Email/call Tom McDonnell to see if he can be of assistance (mcdonelltp@appstate.edu 828-262-6842)