

# Common Technology Support Destinations

## 1) You need help with CoMC technology

If you require assistance with CoMC technology, such as your office computer, classroom audio-video technology, printers, etc., send an email to [support@comc.ninja](mailto:support@comc.ninja) with a concise description of the problem in the body of the email. The first part of this process is automated, and you will be assigned a ticket and a link to our online ticketing system so you can monitor the process.

## 2) You need something new (cameras, input or recording devices, software, etc.)

If there is some technology item you need, please ask Technology Support Services via email- there might be something on hand that you can use. To purchase new technology, discuss what you need with your chair (according to administrative departments, not necessarily academic departments) before you go online to create a Tech Request. (Your chair will have to assign your request to a preliminary budget category before approval.) With this information in hand, login to the request system at <http://techimpressions.net/technology/> and follow the procedure outlined in the Tech Request Procedure handout available on the CoMC intranet.

## 3) You wish to check out cameras, audio, other equipment

The college maintains cameras, tripods, lighting kits, digital recorders, and other equipment for student use in class projects. Use is governed by college policies that may include passing a test on the use of the equipment. On request, Tech Support provides training in the use of these assets. Visit 373 or send an email to [support@comc.ninja](mailto:support@comc.ninja) to learn about available AV equipment.

## 4) You need miscellaneous forms, documents, or other CoMC stuff

The webmaster maintains an intranet within the CoMC website. The intranet has all kinds of useful forms and reference materials. You use your eRaider login to access the resources at [comc.ttu.edu/faculty/intra](http://comc.ttu.edu/faculty/intra)

## 5) You have issues with mail, WiFi, or eRaider account

These resources are managed by the university's central IT Division, and so outside the purview of CoMC Tech Support. You can reach IT Help Central by calling 742-4357. The ITHC website has instructions for resolving the most common issues: [ithelpcentral.ttu.edu/](http://ithelpcentral.ttu.edu/). ITHC is a great place to direct students who are having trouble with Blackboard, email, or similar central IT issues.

### Technology Support Team Leaders:

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