

## NEED IMMEDIATE HELP FOR A CLASS STOPPING PROBLEM?

### Before contacting I.S. for help – Did you check the following?

- 1) That you can repeat the problem at another computer, and/or with another login account.
- 2) That you tried to re-boot the computer with the problem to see if that would resolve the problem.

### If this did not resolve your problem, contact I.S. Help Desk as follows:

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#### Daytime hours:

**Option 1:** Submit a **Priority One Work Order** to I.S. (go to [www.kellogg.edu/workorder](http://www.kellogg.edu/workorder) and follow directions on screen). A Priority One work order will page I.S. staff and usually the nearest staff will respond within 5 – 15 minutes. When submitting your work order, make sure you include the following information:

- Classroom building and number (i.e. OITC 205)
- What you were doing when the problem arose? What did you want to do?
- Has this worked before/have you been able to do this in this lab before?
- The ID number(s) of the computers involved -will be marked on a label on the computer.
- That you have already repeated the problem and tried re-booting the computer.
- **State that this is a class-stopping problem.**

**Option 2:** Call the **I.S. Help Desk** at extension x4148 and report the problem including that you have already repeated the problem and tried re-booting the computer.

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#### Evening hours:

**Option 1:** During the first two weeks of the semester the I.S. Help Desk will have extended hours from 5 PM – 7 PM. To contact the Help Desk during these hours, call the Help Desk at x4148.

**Option 2:** After the first two weeks of the semester, contact Campus Security by going to the security desk in the covered walkway, calling x4444 or calling security from any Campus Security /Emergency phone and asking for the “I.S. Director on call”. Campus Security will call the I.S. Director on call and request assistance for you. Make sure you describe to Campus Security the problem you are having, your location and provide a phone number for the I.S. Director to call you back.

## ALL TECHNICAL PROBLEMS IN THE LAB SHOULD BE REPORTED IN TWO WAYS!

- 1) **TO INFORMATION SERVICES HELP DESK:** All technical problems that are not resolved by the time you leave the classroom must be reported to the Help Desk by submitting a work order as described above.
- 2) **TO FACULTY COMING INTO THE CLASSROOM AFTER YOU:** Leave a note on the Instructor station to describe the problem you experienced, how it may affect other classes, and the actions you already took to resolve it (including that you submitted a work order).