



# MISSISSIPPI STATE UNIVERSITY

*Information Technology Services*

Fall 2013

## Reporting a Classroom Technology Emergency

To report a classroom technology emergency between the hours of **8:00 AM and 5:00 PM, Monday through Friday**, please do the following:

1. Call the **ITS Help Desk** at **(662) 325-0631**
2. When a Help Desk agent answers the phone declare a “**Classroom Emergency**” and be prepared to give the following information:
  - a. **Name**
  - b. **NetID**
  - c. **Building and Room number** your class is in
  - d. **Brief description** of the problem you are encountering
3. Unless otherwise specified, an ITS Classroom Technology support person will immediately be dispatched to your room in an attempt to resolve the problem **during** class. If there is hardware related problems with the equipment, other ITS personnel will have to be dispatched.

To report a classroom technology issue during class that is **NOT** between 8:00 AM and 5:00 PM, Monday through Friday, please do the following:

1. Fill out a Technology Classroom Problem Notification Form with the appropriate information.
2. Click the **Submit** button at the bottom of the form.
3. An **ITS Help Desk Ticket** will automatically be generated and an email with your ticket information will be sent to you.
4. ITS Classroom Technology support personnel will address the reported issue during normal working hours.
5. When the reported classroom technology issue has been resolved, your ticket will be closed and an email will be sent notifying you of the ticket closure and the resolution.

### CONTACT INFORMATION

Help Desk: 325-0631

108 Allen Hall

[its.msstate.edu](http://its.msstate.edu)

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