

How to Contact the Help Desk

The preferred method is to use our problem management system, IssueTrak

A. <https://tncsupport>



B. When logging in, please use the following:

- Username - **NetworkUsername**
- Password - **NetworkPassword**

OR

Use one of the following to contact the Help Desk:

1. **Email:** helpdesk@tnc.edu
2. **Phone:** 757 825-2709 (Hampton)
757 253-4683 (Historic Triangle)
3. **Walk-in:** Wythe Hall, room 249 (Hampton)
Suite 102 (Historic Triangle)



THOMAS NELSON™

The Peninsula's Community College

Information Technology Client Services Help Desk

757 825-2709

Wythe Hall, room 249 (Hampton)
Suite 102 (Historic Triangle)

Information Technology Client Services`

help



Help Desk

(Faculty & Staff)

We provide assistance to students, faculty
and staff for all their technological needs.

To contact us, visit
Hampton Campus
Wythe Hall, Room 249,
757 825- 2709

Historic Triangle Campus,
room 102
757 253-4683

or by email; helpdesk@tnc.edu.

Help Desk Location and Hours

The IT Help Desk provides first level technical support to all faculty, staff and students of Thomas Nelson Community College. Please report all technology related issues, concerns and/ or problems to the Information Technology Help Desk. We are located in room 249, Wythe Hall(Hampton) and Suite 102(Historic Triangle). Our standard hours of operations are -
Monday – Friday 8:00 AM – 10:30 PM

The summer hours of operations will primarily impact Fridays. Standard coverage will begin at 7:45 AM and end at 5:30 PM.

Should you need to contact the Help Desk by phone during standard business hours, and are unable to reach a technician, please leave a voicemail message. Your message will be responded to in the order received. Voicemail messages left after standard business hours will be retrieved and responded to when coverage resumes the next business day. However, problems determined to be of a critical nature are referenced in the Problem Resolution section of this document.



Common Problem Types

Email, SIS, Networking, PeopleSoft, Login, Password, Blackboard, AIS, Printer, Audio Visual, Training, Software, System performance, Access

Problem Resolution

Help Desk staff will provide problem resolution upon notification or upon self-determination as follows:

Critical: Help Desk staff will assign sufficient resources to resolve the problems as quickly as possible with the goal of maintaining the service levels agreed to in this schedule. For critical problems, the help desk staff will use continuous effort to resolve the problem until an official fix is installed and tested, and until service is back to normal operations. Critical problems will be continuously monitored and the client will be notified of the status through email or every two hours.

Medium - Priority: Help Desk staff will assign sufficient resources to fix the problem in the target resolution timeframe. Medium problems that have no workarounds will have a target resolution of three business days, depending on the corrective actions required to return service to normal operations. The Help Desk staff will communicate these corrective actions and resolution timeframes through email or on a daily basis.

Low - Priority: Help Desk staff will assign sufficient resources to fix the problem in the target resolution timeframe. Low priority problems that have no workarounds will have a target resolution of six business days unless otherwise specified for a particular problem. Help Desk staff will communicate these corrective actions and resolution timeframes through email or on a weekly basis.



Escalation Procedures

Problems will be escalated by Help Desk technicians in the following fashion to ensure effective and efficient resolution:

Problem Level	1 st Level Escalation	2 nd Level Escalation	3 rd Level Escalation	Notify Managers	Notify Vice-President
Critical	Immediate	0-1 hour	2 hours	3 hours	8 hours
Medium	Immediate	0-4 hours	24 hours	3 days	N/A
Low	Immediate	0-24 hours	When Required	6 days	N/A