

SBA TECHNOLOGY PROBLEM RESOURCE GUIDE

Spring 2022 Information

WHO TO REACH OUT TO

Problems concerning zoom or hybrid classes can be sent to the Information Technology Services department. Contact methods include:

- Email
 - helpdesk@kentlaw.iit.edu
- Trouble ticket
 - [Helpdesk](#)
- Telephone
 - 312-906-5300
 - 6-5300 (on campus phone line extension)
- Walk-in
 - Suite 540
 - Help Desk Hours
 - Monday - Thursday: 8:30 a.m. - 7 p.m.
 - Friday: 8:30 a.m. - 5 p.m.
 - Saturday and Sunday: Closed

WHAT TO INCLUDE

In order to best solve your problem, the help desk will need some information from you:

1. What the problem is;
2. The classroom where the problem is occurring (course code is also sufficient); and
3. The time the problem is occurring.

These pieces of information will get the help desk started, but feel free to include any information you think is important to solving the problem. The more information you can include, the better the Help Desk will be able to help you.

WHO WILL SEE YOUR PROBLEM

A member of the ITS helpdesk staff will respond to your email.

WHEN WILL THE HELP DESK GET BACK TO YOU

You can usually expect a response to your email within a few hours or, at most, within two days. Once the staff members at the Help Desk come to look into your problem, then you will get an estimate as to how long it will take to solve the problem.