Dear Faculty and Staff,

As we prepare for distance education and remote support, here are some technical support guidelines to follow.

**Helping Students**
- If a student reaches out to you with technical troubles, and you need the support of the helpdesk, please ask the student to reach out to the helpdesk directly at helpdesk@guttman.cuny.edu. **This is the fastest way for the student to receive help.**
- If a student says they need a laptop, have them reach out to the helpdesk (helpdesk@guttman.cuny.edu) to setup an appointment to come in to pick one up.

**Helping Faculty**
- If you have pedagogical questions, speak to your Academic Tech Lead directly. The contact for your area was emailed to you on March 17, 2020. Please review your email with the subject “TECH LEAD”.
- If you have any type of emergency, reach out to the helpdesk (helpdesk@guttman.cuny.edu). We can contact anyone we need to in an emergency to help you. This is the fastest way to ensure you get the help you need.
- If you are unsure where to ask your question, contact the helpdesk (helpdesk@guttman.cuny.edu). We don’t have all the answers, but we know who to send you too.

**Helping All**

The helpdesk hours are being extended to ensure there is enough coverage, especially over the next week. We are ready!

The next two weeks, the helpdesk will be staffed (remotely):
- Monday – Friday, 8:00 am – 11:00 pm
- Saturday – Sunday, 11:00 am – 11:00 pm

If you still need a laptop to work remotely, reach out to the helpdesk (helpdesk@guttman.cuny.edu) to schedule an appointment to pick one up on campus.

If you have any questions or concerns, feel free to reach out to me directly. The best way to reach me is on Teams. I’m John.Stroud87

Thanks!
John.
John Stroud
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"Rarely do we find men who willingly engage in hard, solid thinking. There is an almost universal quest for easy half-baked solutions. Nothing pains some people more than having to think."
- Rev. Martin Luther King Jr.

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