

Technology glitches during your online course may occur. To address and resolve any issues which occur, please FIRST refer to the self-help guidelines before reporting problems to your instructor or the IT Services Help Desk.

If after following the self-help guidelines you still cannot access Blackboard or specific content within Blackboard, please contact:

IT Services Help Desk/Service Center: 660-785-4544

<http://its.truman.edu/servicecenter/>

Customer Interface to log help tickets online anytime: <http://otrs.truman.edu/otrs/customer.pl>

Note that the Truman IT Services Help Desk is located in Pickler Memorial Library (Rm 203) and is available for walk-in or phone consults during the same hours as the library.

The Help Desk is staffed by Truman Students who can assist with basic troubleshooting if the problem appears to be with a callers computer (using the same steps in the Self-Help Guidelines), or can collect further information and report issues to the Blackboard support team for further investigation if the issue appears to be related to Blackboard itself.

The Truman IT Services Help Desk can provide troubleshooting assistance but cannot work on or "fix" personally owned computers

To report problems, please gather the following information:

1. *Have you attempted to complete the Self-Help Guidelines?*
2. Name and contact information for person experiencing problem.
3. Name and/or ID number of course and the instructors name.
4. Is there a particular section or item that you are trying to access when the problem occurs?
5. What operating system are you using? (Mac, PC or Linux) and which version of that OS?
6. What browser are you using? (Internet Explorer, Firefox, Safari, Chrome) Have you tried other browsers and have you tried and failed from a second computer?
7. What type of network are you on? (DSL, cable, satellite)
8. Do you receive any error messages?
9. What is the nature of the problem? i.e what happens?