

Technology Assistance Guide

When in doubt, or for emergencies, contact our Help Desk at extension 3343!

Personal Computing

Help Desk	Phone: 3343 Email: help_desk@berea.edu Web: www.berea.edu/iss
	Location: Computer Center Hours: 8-5 M-F
<u>Support Services</u>	
<u>Devices</u> Desktop Printers PC/Mac Hardware PC/Mac Software Email Support Peripheral Devices Laptop Computers	<u>Work Order Requests</u> Phone Service* Network Service <u>Other</u> Software Training Virus Problems
<i>* Moves, adds, changes, repairs</i>	

Enterprise Systems

Banner/NOLIJ Support	Web: www.berea.edu/iss/bannersupport Phone: x3353 Email: albert_conley@berea.edu Location: 3 rd Floor Trades Hours: 8-5 M-F
Web Site & myBerea Support	Phone: x3337 Email: cary_hazelwood@berea.edu Location: 3rd Floor Trades Hours: 8-5 M-F
<i>Web Site Maintenance, Changes or Management</i>	


Network Security

Network Security and Infrastructure	Phone: 3413 Email: mike_tucker@berea.edu - Infrastructure planning/deployment for voice, data, wireless, internet, server and network resources. - System Security
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Teaching and Learning

Classroom and Multi-media Technology	Phone: 3891 Email: mediaservices@berea.edu Location: Computer Center <u>Support Services</u> Video Equipment, TV's, Projectors Media Production Portable Media Equipment
Moodle & Blackboard Courseware	Phone: 3807 Email: instruction@berea.edu
Learning Commons	<u>Technology Classroom Reservations</u> Phone: x3807 Email: instruction@berea.edu Location: Hutchins Library
	<u>Instructional Tech. Resource Center</u> Web: www.berea.edu/iss/instructionaltechnology Phone: x3630 Email: instruction@berea.edu Location: 215/216 Hutchins Library Hours: 8-5 M-F Web: www.berea.edu/iss
EDGE Laptop Support	Hours: 8-5 M-F Phone: x3343 Email: help_desk@berea.edu Location: Computer Center Hours: 8-5 M-F

Helpful Links

	Berea Email: mail.berea.edu Website: www.berea.edu myBerea: my.berea.edu
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