

LSTC Information Technology (IT, Support Desk) vs. Teaching and Learning Technology (TLTech): To whom shall we go?

The purpose of this document is to help students and faculty contact the correct office when they need technology assistance. If you have a question regarding LSTC email, LSTCNet, your computer, your software, a projector, or any other LSTC-related/supplied technology, please read through the notes below and then contact either IT at support@lstc.edu or TLTech at tltech@lstc.edu.

General guide:

If something is broken, contact IT at support@lstc.edu

If you need help using something, contact Teaching and Learning Technology at tltech@lstc.edu

I cannot log into my LSTC webmail account:

First, go to LSTC's webmail: <http://mymail.lstc.edu/owa>

Second, make sure the caps lock key is not pressed on your keyboard.

Third, double check your user name and password.

Fourth, if you still cannot login, email IT: support@lstc.edu

I cannot log into LSTCNet:

First, visit <http://lstcnet.lstc.edu/ics>

Second, make sure the caps lock key is not pressed on your keyboard.

Third, type your student ID number for your User Name.

Fourth, type your password (noting that it may be your student ID number).

Fifth, if you still cannot login, email IT: support@lstc.edu

I need help using LSTCNet, LSTC webmail, and/or Classroom equipment:

If you can login, but have questions about how to do or find something (e.g., how to post replies on the forum, how to set up an “away message” in email, where to locate courses, how to run a projector, etc.), then please email Teaching and Learning Technology at tltech@lstc.edu

If you can login, but LSTCNet, LSTC webmail, or some classroom tech appears broken (e.g. files won't download, the forum times out with an error message, emails will not send, etc.), then please email IT: support@lstc.edu

I need help using Standards-related technologies such as PDF files, SBL Fonts, Adobe Reader XI, Adobe Acrobat X Pro, or CutePDF Writer:

First, re-read any related documentation. Files are on LSTCNet under the tabs “Student Tech Resources” and “Teaching Resources.”

Second, if these basic tutorials do not address your questions, consider looking online at www.google.com, www.yahoo.com, www.bing.com, as well as the websites for the companies that created the software or tools you need help with.

Third, contact Teaching and Learning Technology at tltech@lstc.edu

I need a projector, microphone, flip camera or other tech item for a class or class-related project:

Email IT at least 24 hours prior to required time of delivery at support@lstc.edu

My LSTC-issued computer, or the software on it, is broken:

We only provide hardware and software support to faculty. Please email IT at support@lstc.edu