



## **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, faculty and staff 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](mailto:support@lstc.edu) or TLTech at [tltech@lstc.edu](mailto:tltech@lstc.edu).

### **General guide:**

If something is broken, contact IT at [support@lstc.edu](mailto:support@lstc.edu)

If you need help using something, contact Teaching and Learning Technology at [tltech@lstc.edu](mailto:tltech@lstc.edu)

### **I cannot log into my LSTC webmail account:**

First, go to LSTCNet on the Home Page under the Webmail Link on the left, note you do not need to be logged into LSTCNet

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

Third, double check your user name (new format is first.lastname) and password.

Fourth, if you still cannot login, email IT: [support@lstc.edu](mailto: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 User Name (students it's your student ID number).

Fourth, type your password (for students it may be your student ID number).

Fifth, if you still cannot login, email IT: [support@lstc.edu](mailto: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 courseshow to run a projector, etc.), then please email Teaching and Learning Technology at [tltech@lstc.edu](mailto: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](mailto: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 "Technology Resources" tab

Second, if these basic tutorials do not address your questions, consider looking online at [www.google.com](http://www.google.com), [www.yahoo.com](http://www.yahoo.com), [www.bing.com](http://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](mailto: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](mailto:support@lstc.edu)

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

We only provide hardware and software support to faculty and staff only. Please email IT at [support@lstc.edu](mailto:support@lstc.edu)