

How to Get Tech Support at Wheeler

Password Problems

Updated fall 2013

Faculty & Staff

- Call the Customer Care Center.
- (Most password problems can be fixed over the phone, including email, telephone voicemail & Pinnacle.)
- If your Pinnacle password is not working, please submit your attendance on paper to Ms. Gagat until it is fixed.

Students

- Login Passwords: See a library staff member.

School-wide Network Outage/Servers Down

ONE person should contact the Customer Care Center. If you are unable to access a server or the Internet, ask two or three others in your area if they are having the same problem. If everyone is having the same problem, call the library to make sure it has been reported. Otherwise, follow the steps for individual/lab problems below.

Individual or Lab Computer Problems (including printers, network access, etc.)

Try to solve the problem with some basic troubleshooting steps:

1. Unplug & reconnect *both ends* of all relevant cables.
2. Turn the computer & printer completely off for 30 seconds, then restart.
3. Ask two or three other teachers if they have encountered the same problem and, if so, how they solved it. If basic troubleshooting does not solve the problem, then contact the Customer Care Center (instructions below).

Other Instructional/AV Equipment Repairs (TVs, VCRs, etc.)

- Blown Bulbs:
 - See your Department Head for a replacement bulb.
- Photocopier Repairs: See Stacy Regitsky, Magnet Office
- For other AV, Cable TV, & Equipment problems:
 1. Contact the library staff to notify them of the problem.
 2. The library staff will fix the problem or (if necessary) assist you with submitting a repair request. (Please be aware that if repairing an item is not economically feasible, the county will neither repair nor replace it. This is often the case with VCRs, older overhead projectors, digital cameras, and printers.)

Contacting the Customer Care Center:

Before contacting the Customer Care Center, gather the following information:

- Your name and badge number
- Room number where the equipment is located
- Type of equipment (computer, printer, etc.)
- Make, model & property tag number of the equipment
- A *specific* description of the problem, including any error messages

You can contact the CCC by using one of the following methods:

(Always include all the relevant information listed above)

1. Go to <https://webhelp.cobbk12.org> – on campus or using VPN
2. **Helpdesk Assistant** desktop icon - [view detailed instructions](#)
3. Call (770) 426-3330.

* **Helpdesk Assistant** – the preferred method offering the quickest solution.