

COVID-19 ITS Response

Dashboard Title and Notice

COVID-19 ITS Response Dashboard

NOTICE

This page is the primary dashboard for ITS COVID-19 Response efforts. [University communications about COVID-19 are available here.](#)

Quicklinks

QuickLinks: [Faculty Resources](#) [Staff Resources](#) [Student Resources](#)

Helpdesk Service Hours

HelpDesk Service Hours

(Support provided only via phone or email)

Normal Operating Hours:

Monday - Friday : 8:00 am - 4:30 pm CST

Service Status

Status of ITS Services

Legend: AVAILABLE | LIMITED | NOT AVAILABLE

Support: PHONE VIRTUAL IN PERSON

Computer Labs: VIRTUAL - TECHANYWHERE ON-CAMPUS

Student Technology Checkout: VOLPE LIBRARY HELP DESK

Scroll down for more details....

General Information and FAQ

General Information

Thank you for visiting the COVID-19 ITS Response page! We are working diligently to ensure access to as many resources as possible during the pandemic. With this in mind, we would like to provide the following answers to questions about ITS operations. Several changes have been made to better provide the online resources necessary to meet your needs. We hope you find this information helpful and encourage you to reach out to us with any questions. Remember, we are here for you!

- All ITS communications will be conducted through the ITS News email account on an as-needed basis.
- We will restrict communications to items of immediate relevance.
- **ALL** support requests are to be directed to the ITS Help Desk via phone (931-372-3975) or email (helpdesk@tntech.edu).
- A walk-up ITS Help Desk for basic student support needs is available in the Volpe Library starting January 25, 2021.
- Assistance via our remote support tools will be heavily leveraged during this time.
- **ALL** support requests are to be directed to the ITS Help Desk via phone (931-372-3975) or email (helpdesk@tntech.edu).
- The ITS Help Desk will escalate all issues accordingly and we appreciate your patience during this time.
- Support requests for Tier 2 will be scheduled and may be virtual depending on the nature of the request.

Feedback on ITS can be provided by emailing makeITbetter@tntech.edu

Campus is open....

- **Are the computer labs open?**

- Computer labs are open on campus with appropriate social distancing measures in place.
- The virtual TechAnywhere Lab is available with lots of the same software we have in the labs....just available for you to use from your own computer.

- **Can I checkout technology?**

- Technology Checkout at the ITS Help Desk in the Volpe Library will open on January 25, 2021. Laptops will be the only item available. Hours of operation and checkout limits will be posted at a later time.

- **Can I print?**

- Campus printing is available
- To report printing problems, email helpdesk@tntech.edu