FACULTY QUICK GUIDE FOR TECHNICAL ASSISTANCE

If you need immediate assistance in an in-person classroom:
Call the Help Desk 615-898-5345 and a team will be dispatched ASAP.

If you are teaching web-assisted or remotely and you need technical assistance with Panopto, Zoom, or D2L:
Call FITC 615-904-8189 or email itdacad@mtsu.edu

If you are teaching a class designated online and need assistance:
Call MTSU Online 615-904-8276 or email online@mtsu.edu

If you have a pedagogy or course design question:
Call the LT&ITC 615-494-7671 or email ltanditc@mtsu.edu

If you need to request a hotspot or temporary-use laptop:
Click on this link: https://www.mtsu.edu:8443/itd/equipment-request/index.php

If you are using lecture capture and/or recording Zoom sessions and need to review policy and procedure (includes recommended syllabi statements):
Click on this link: https://mtsu.edu/stayoncourse/faculty/lecture-capture.php; Watch the Lecture Capture Quick Start video here: https://www.youtube.com/watch?v=DT0-70L14A

If you need to find additional resources for online, remote, and web-assisted teaching:
Click on this link: https://mtsu.edu/stayoncourse/faculty/index.php

Fall Semester 2020