

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>

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