

Attn: Texarkana College Staff, Faculty, and Students

We are pleased to announce that the college will implement a new IT support web site, effective May 26, 2010. This new web site will provide all college employees and students with the ability to submit requests for technical assistance or support, report technical problems, view notices of known issues/planned outages, and look up articles for common issues. You will also have the ability to update open tickets with additional information, check the status of open tickets, and complete Customer Satisfaction surveys for each closed ticket.

Ready to get started?

You can email a request or report a problem via email (*important: the email must be sent using your college email account*). Simply email the details of the request or problem to helpdesk@texarkanacollege.edu. Your email will be converted into a ticket and assigned to an IT staff member for resolution.

Additionally, you can call the help desk at 866-614-5008.

Want more information?

Once you have logged into the IT service web site, you will see a Reference Guide icon in the left-hand menu. This Reference Guide will provide instructions on using the system.

We believe that the new IT support web site will enable us to better serve you, our customers. If you have any questions or concerns, please let us know.

Sincerely,

The Texarkana College IT Staff

Ben, Kathy, and Bart