

4.002 Requesting Clerc Center Technology Equipment and Services Procedures

Clerc Center Technology Services (CCTS) aims to partner with the Clerc Center teachers and staff members in meeting the educational goals of the Laurent Clerc National Deaf Education Center through the use of Technology equipment and Services.

How to make a technology service request through the Technology HelpDesk

1. Go to: helpdesk.gallaudet.edu
2. Log in using your GDOC username and password. If you don't have a GDOC password, see below.
3. Click on Submit Request (at top of page)
4. Fill out the form (the items in red MUST be completed).
 - In the Subject Line (Topic)* write a brief summary of your request.
 - In the Description field, write a detailed description and please be as SPECIFIC as possible. If your request is missing specific information then the task will take longer to complete.
 - Select a Service* from the following list:
 - i. Clerc Center: Computers - any problems you may have with your laptop or desktop computer, connection problems, printer, internet, or software installation.
 - ii. Clerc Center: Media - reservation, set-up, and pick-up of media equipment.
 - iii. Clerc Center: PowerSchool - any questions or help related to PowerSchool.
 - iv. Clerc Center: Technology Training - one-on-one or group training for software or hardware use.
 - v. Clerc Center: Web Support - any changes or updates needed for the Clerc Center web.
 - vi. If your request does not fit the services listed above, please select Clerc Center: Computers.
 - vii. As always, there is an exception: if you need telephone service, you can submit that through the HelpDesk, too. Choose "Telephone" as the service in this case.
5. Submit your request by clicking on SAVE at the top or bottom of the form.

NOTE

- If your request is missing specific information then the task will take longer to complete.
- A CCTS staff member will follow up within one business day, either coming to visit your site, communicating via email/phone/pager, or establishing an appointment if that is appropriate.
- As CCTS staff proceeds to resolve a task, they will document the progress in the HelpDesk. You will receive emails about the task.

How to reset GDOC password:

1. Go to <http://passwords.gallaudet.edu>
2. Reset password according to instructions

NOTE

- All Clerc Center employees and students have two accounts that require two separate passwords: GDOC and Campus (Bison). To simplify matters, teachers and staff may want to make the password for both GDOC and Bison to be the same. GDOC password is required to login to Technology HelpDesk and Blackboard (my.gallaudet.edu). Campus password is required to login to campus domain, Bison (bison.gallaudet.edu), Gallaudet email (mail.gallaudet.edu) and h: drive personal storage (storage.gallaudet.edu)

How to make a HelpDesk request for AV/Media:

1. Go to <http://helpdesk.gallaudet.edu>
2. Log in using your GDOC username and password
3. Click on Submit Request (at top of page)
4. Fill out the form (the items in red MUST be completed).
5. Submit your request by clicking on SAVE at the top or bottom of the form.

Reminder:

AV/Media Requests should be submitted to HelpDesk at least **three working days** prior to the event.

NOTE:

- In the **Subject Line (Topic)*** write a brief summary of request.
- In the **Description** field, type what equipment is needed, the location (Building and Room #), and date and time needed. Please be as SPECIFIC as possible. If information is missing, it may take the CCTS longer to complete requests.

- Set-ups - Allow plenty of time to include testing of equipment and to provide alternatives if needed. For early morning events, please request set-ups for the day before the event.
- Breakdowns and Pick-ups - Request for this with plenty of time before the end of the work day. Users take full responsibility for borrowed equipment if their event extends past work hours.
- Be sure to select **Clerc Center: Media** in the **Service*** field

How to reserve TecEds Lab:

The TecEds training labs can be reserved for teacher/staff training activities and it may also be used for classes, student training or meetings; however, the students must be supervised by a Clerc Center teacher or staff person at all times. The TecEds labs at KDES 2800 and MSSD G-49 include 13 laptops, a SMARTboard and a projector.

1. Go to <https://clerccenter2.gallaudet.edu/ccoms/roomreservationform.asp>
2. Click on the date on the calendar to see if the TecEds Lab is available. To see what events are scheduled for a particular date, click on the date.
3. If the room is available, click on "Request Room" and login with Campus password to reserve this room.
4. Complete the form and in the **Multimedia Services Notes:** section, type in the equipment that will be needed for your event.

NOTE

- Laptops with projectors are popular. Requests need to be made as early as possible.
1. Within one working day after you submit a request, you will receive e-mail status report on your request.
 2. Only teachers and staff who work at the Clerc Center can login and use this reservation system. If other persons wish to reserve the lab, they must send an e-mail to Karen.Kautz@gallaudet.edu.
 3. Approved requests are shown on the Reservation Calendar. Those not yet approved are on Pending Request View.

Reminder:

Setup reservations must be made at least **three working days** in advance to allow review of the request. If the requested equipment is available, the reservation will be approved. If the equipment is not available, every effort will be

made to find comparable equipment. Confirmations of reservations will be sent by email.