



Recommended Support Processes for Technical Issues

If you are hosting a class session on campus and need assistance:

If you are in one of the rooms referenced in the “[Open Classrooms & Spaces](http://maryville.edu/academicplan)” guide on <http://maryville.edu/academicplan>, either locate the support staff stationed in that area, or dial the classroom support number at 314.529.9516.

If you are hosting a class session off campus and need assistance:

Dial the classroom support number at 314.529.9516.

If you need tech assistance outside of class time:

You have two-options:

1. Contact the Help Desk at <http://techsupport.maryville.edu>. If they are unable to resolve the issue, they will escalate you directly to our on campus Help Desk team.
2. For Zoom technical issues, contact Zoom directly by visiting <http://support.zoom.us>.

If you need Zoom training, need help digitizing course materials, or have Canvas questions, please feel free to contact my team at learn@maryville.edu directly during this transition.