Technology Standard

Help Desk @ Danville Community College

Requesting assistance from IT services

ALL requests for assistance should be emailed to helpdesk@dcc.vccs.edu. *Do* not call or email IT personnel to request service or report problems, unless your computer is not functional. Using helpdesk@dcc.vccs.edu guarantees your message will be seen by all IT personnel and acted upon as soon as possible.

If you experience an issue with your computer or devices connected to it, please restart your computer prior to contacting the help desk to determine if this resolves the issue.

When contacting the help desk, please provide the following information:

- Location of device
- Nature of problem or service requested
- Station ID (if applicable, academic computers will have a white label with the station ID. Ex: **T106-4**)
- Exact model name (Ex: HP LaserJet 2400)
- Brief description of steps you were taking when error occurred
- Any error messages
- Contact information

NOTE: Should you have multiple issues/requests, send a separate email for each request, please DO NOT combine multiple requests in one email.

Thank You,

Information Technology Services
Help Desk @ Danville Community College

Extension	IT Staff
8409	McKenly Graves
8466	Mark Rutledge
8510	Tom Canupp
8515	Bracken Jones
8531	Chris Marshall