Options for Requesting IT Assistance

1. **IN PERSON**
   A. Stop by the IT office. The door is generally closed, for security reasons, but I will always answer the door if I'm available.
   B. Stop me in the halls. I will try to help, but I may be in the midst of a different task. If a quick answer will solve your concern, I'll do my best to answer right away. If your concern requires more investment (time, supplies, research, etc.), I may recommend utilizing Spiceworks. Resetting passwords is a high priority.

2. **PHONE**
   A. My office phone **(218.679.1008)** is set to forward to my work cell phone. Even if I am not in my office, you can call this number.
   B. My work cell phone **(218.556.0723)**. You can call or text this number. If you text, make sure to include your name with each new issue. Passwords can be sent via text, but will require verbal confirmation.
   C. **If I don't answer, please leave a voicemail with at least your name/number or use a different option.** When my office phone forwards to my cell phone, I don't see who calls me, I only see a missed call from the college, so it's very important to include your name.

3. **EMAIL**
   A. You can reach me anytime at **racheal.jorgenson@rlnc.education**.
      i. Any other emails you may have used previously (redlakenation.org or student email) have been disabled.

4. **LIBRARY STAFF**
   A. Library staff may be able to answer quick questions, **especially for students**.
   B. If further assistance is needed, library staff will recommend utilizing Spiceworks.

5. ***PREFERRED* *NEW* SPICEWORKS TICKET**
   A. https://rlnc.on.spiceworks.com/portal.
   B. **Link at bottom of rlnc.education.**
   C. **Link on new IT page of rlnc.education.**
   D. Link will open a new page with a form to fill out.
   E. All text fields are required.
   F. Summary should be short.
   G. Description should be more specific.
      i. "Computer not turning on" or "PDF won't open" are more helpful than "Computer not working".
   H. Attachment not required, but use if helpful.
      i. Screenshots of error messages should be included.
   I. After the form is submitted, a ticket is automatically generated in the Spiceworks program that IT uses and an email is sent to IT personnel.

I am here to help! Please feel free to come to me with any question, big or small!
Racheal Jorgenson, IT Technician