Managing Difficult Classroom Situations

Reporting Problems

Reporting Problems

- We offer omni-channel support (many roads to Rome):
  - Calling
  - Email
  - Web ticket:
    - Techsupport.unt.edu
      - Desktop web browser home page
  - Web self-help content
  - Desktop application reporting
- Types of problems that can be reported to DSI Tech and our campus partners from the desktop application:
  - Classroom Technology
  - Room Condition and Furniture
  - Disinfectant Re-Supply
  - Disability Accommodations
  - Instructional Software
  - Other
  - 911 Emergency

Reporting issues with the Desktop Application...

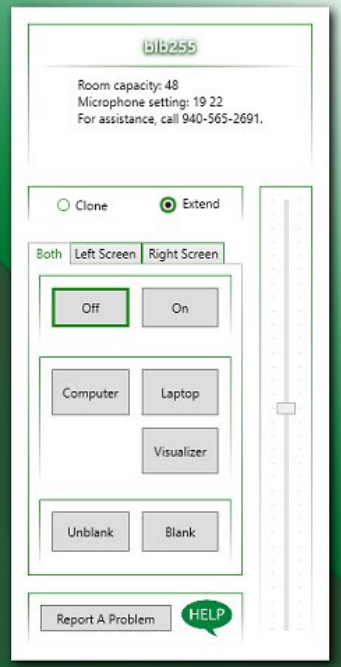
UNT®
UNIVERSITY OF NORTH TEXAS®

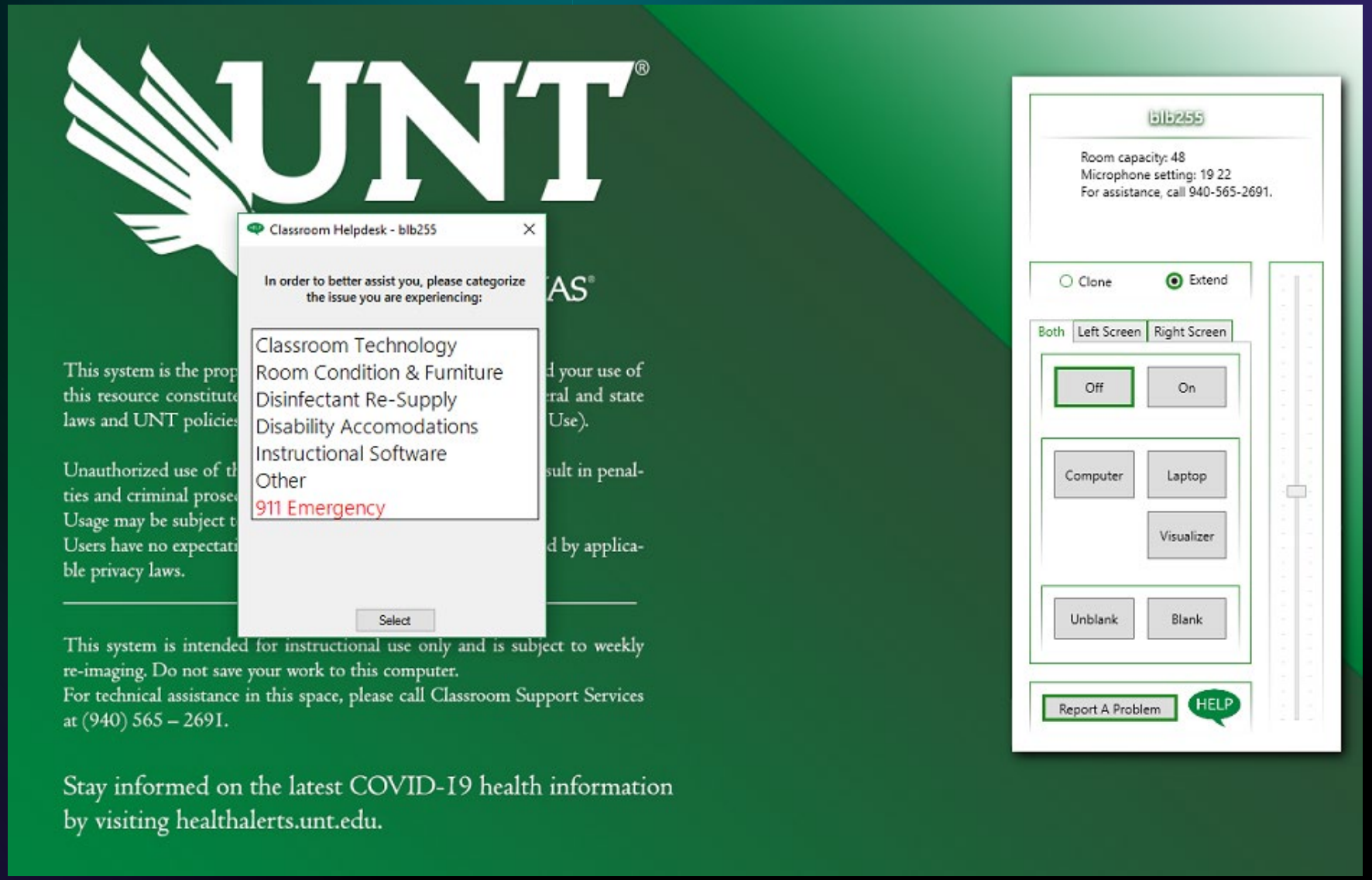
This system is the property of the University of North Texas and your use of this resource constitutes an agreement to abide by relevant federal and state laws and UNT policies (see UNT Policy 14.003 on Computer Use).

Unauthorized use of this system is prohibited. Violations can result in penalties and criminal prosecution.
Usage may be subject to security testing and monitoring.
Users have no expectation of privacy except as otherwise provided by applicable privacy laws.

This system is intended for instructional use only and is subject to weekly re-imaging. Do not save your work to this computer.
For technical assistance in this space, please call Classroom Support Services at (940) 565 – 2691.

Stay informed on the latest COVID-19 health information by visiting healthalerts.unt.edu.




Classroom Helpdesk - blb255
In order to better assist you, please categorize the issue you are experiencing:
Classroom Technology
Room Condition & Furniture
Disinfectant Re-Supply
Disability Accomodations
Instructional Software
Other
911 Emergency
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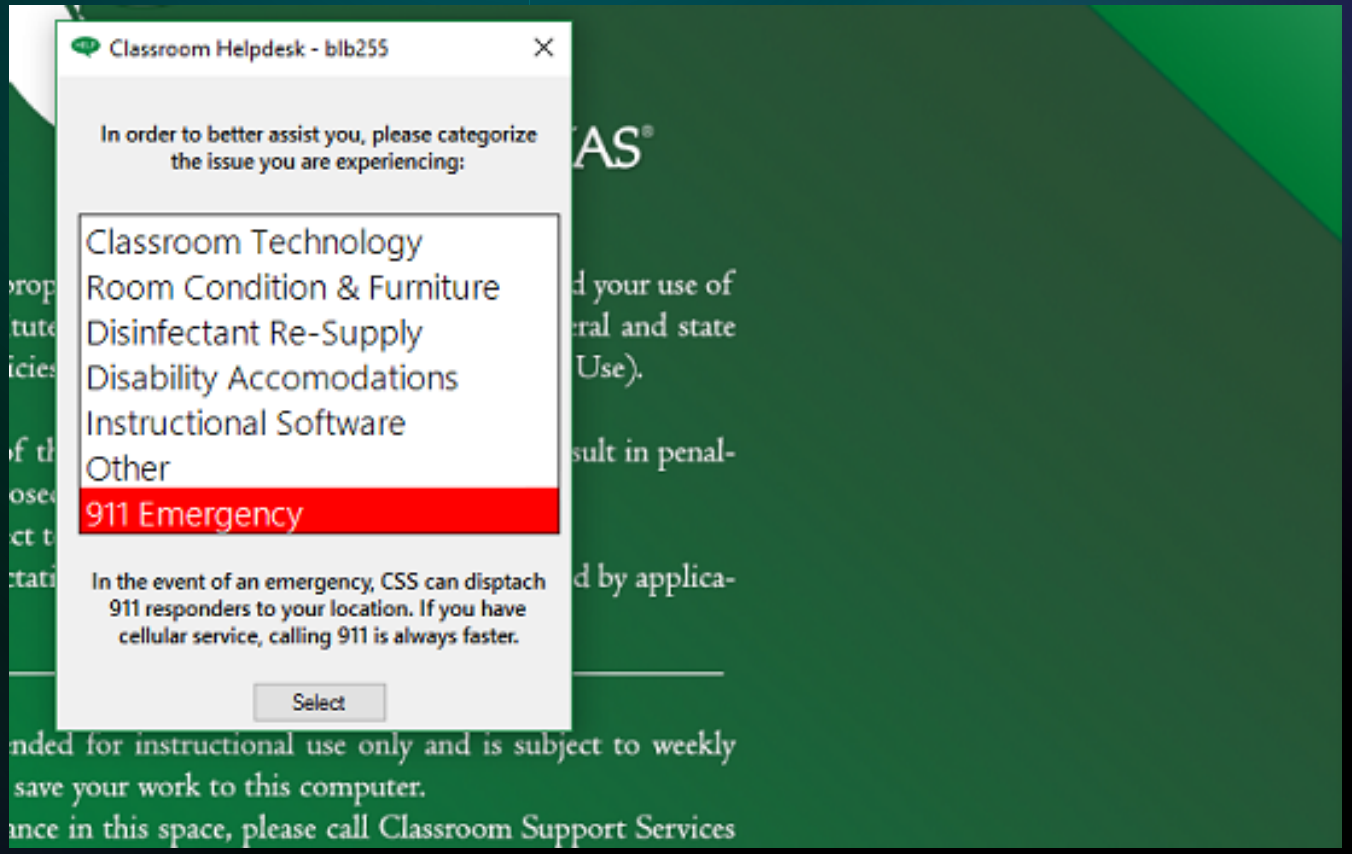
blb255
Room capacity: 48
Microphone setting: 19 22
For assistance, call 940-565-2691.
Clone
Extend
Both
Left Screen
Right Screen
Off
On
Computer
Laptop
Visualizer
Unblank
Blank
Report A Problem
HELP


Classroom Helpdesk - blb255
In order to better assist you, please categorize the issue you are experiencing:
Classroom Technology
Room Condition & Furniture
Disinfectant Re-Supply
Disability Accomodations
Instructional Software
Other
911 Emergency
In the event of an emergency, CSS can disptach 911 responders to your location. If you have cellular service, calling 911 is always faster.
Select
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