

Technology Department Remote Support for Extended Closure

Faculty/Staff/Students

- Create a support ticket using <https://support.ortn.edu> or if you don't have a working device (or cannot login), call 865-425-9039 and follow the prompts
- A Technician will schedule a support time for call back
- Technician will try to fix the device starting with phone support
- If needed, technician will start a Zoom video conference session to gain remote access
- If all remote support fails, technician will schedule to drop-off the laptop and pick up a spare

Drop-Off:

- Must have a work order through the support link so IT can prep a spare machine
- Technology Department (TD) tech will open a Work Order and collect:
 - Username (and password)
 - Contact phone number
 - Brief description of issue
- Drop off will be at TD portable #3.
- Drop-off times will be from 9:30a-10:30am on Mondays and Thursdays, and 3:30-4:40, TBD
 - Students can pick-up a loaner device at this time (see pick-up section below).
 - No drop-offs outside of this time. *(Unless a special circumstance requires an alternate drop off time scheduled with technology employee)
- Drive-thru lane will be set up for users to pull up and drop off device as quickly as possible.
 - Maintain Social Distance of 6ft.
 - If you are sick, inform us immediately.
 - We will verify appointment information (only those scheduled).
 - User will keep their laptop case, adapter, line cord, stylus, or other accessories that are not needed for the repair.
 - Users will remain at curb. They will NOT come to the doors or ramp of portables.
- User may leave.

Pick-up:

- After dropping off laptop, user pulls forward to the pick-up area.
- Tech at Drop-off area will alert pick-up area.
- User will verify login, apps, and OneDrive setup.
- User may leave.

Cleaning and Repair (TD Staff):

- Wipe down laptop
- Bag laptop
 - Write date on bag
 - Attach contact info to bag
 - Place laptop on cart for delivery to quarantine area
- Device will remain in quarantine for 5 days
- After day 5 those devices will be brought to the Image room.
- Cleaning and repair performed