

# Technology Resource Guide

Fall 2008

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**General Questions**

Visit the I.S. web site at [www.kellogg.edu/is](http://www.kellogg.edu/is)

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**For Help Desk Support**

Contact the Help Desk at ext. 4148 or at [helpdesk@kellogg.edu](mailto:helpdesk@kellogg.edu)

Or visit us at the Help Desk in the Learning Resource Center

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**For Information on Items Below**

Visit the Help Desk website at [www.kellogg.edu/is/helpdesk](http://www.kellogg.edu/is/helpdesk)

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**New to KCC? Ask for Orientation/Training!**

To get started with e-mail, network file storage, portal, KRIS, or Colleague.

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**Wireless Networking**

For information on locations and assistance with logging into the wireless network.

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**Classroom Technology**

Many classrooms have a fully equipped instructor stations with a computer, projector, VCR, DVD, and visualizer. To view classroom info and availability, check the R25 Web Viewer at <http://facilities2.kellogg.edu/wv3/> or contact Vicki Brown at ext 2235.

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**Equipment Reservations**

TV carts, media carts, a digital camera classroom kit and more! See the Help Desk website to make an online reservation or for a list of media cart locations. Cameras, flip charts, video tapes, and DVDs are available at the LRC check-out desk.

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**Blackboard Course Support**

The KCC Blackboard site is at <http://bb.kellogg.edu>. See the Help Desk website for links for technical support or requests for training. Problems with Blackboard should be submitted as work orders.

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**Training**

See the Help Desk website for the schedule of technology training workshops and online offerings as they become available, or request one-on-one project assistance.

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**Computer Labs**

Computer labs are available to faculty, staff, and students at the LRC Commons, The Learning Place, and at the Centers. Microsoft Office 2007 and Vista are the standards in most locations. To request the installation of additional software for a classroom or lab, please submit a work order request. You will need to provide a copy of the license and installation media.

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**Faculty/Department Web Pages**

For training or assistance with Dreamweaver (for use on the www site) or Microsoft SharePoint Designer (for faculty academic pages).

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**Faculty/Staff Home use of Software**

WIDS, Microsoft Office, and Microsoft operating system software are available for home use for faculty and staff. Stop in to the Help Desk in the Learning Resource Center to sign out a copy of the software for use at home.

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**Portal and KRIS Support**

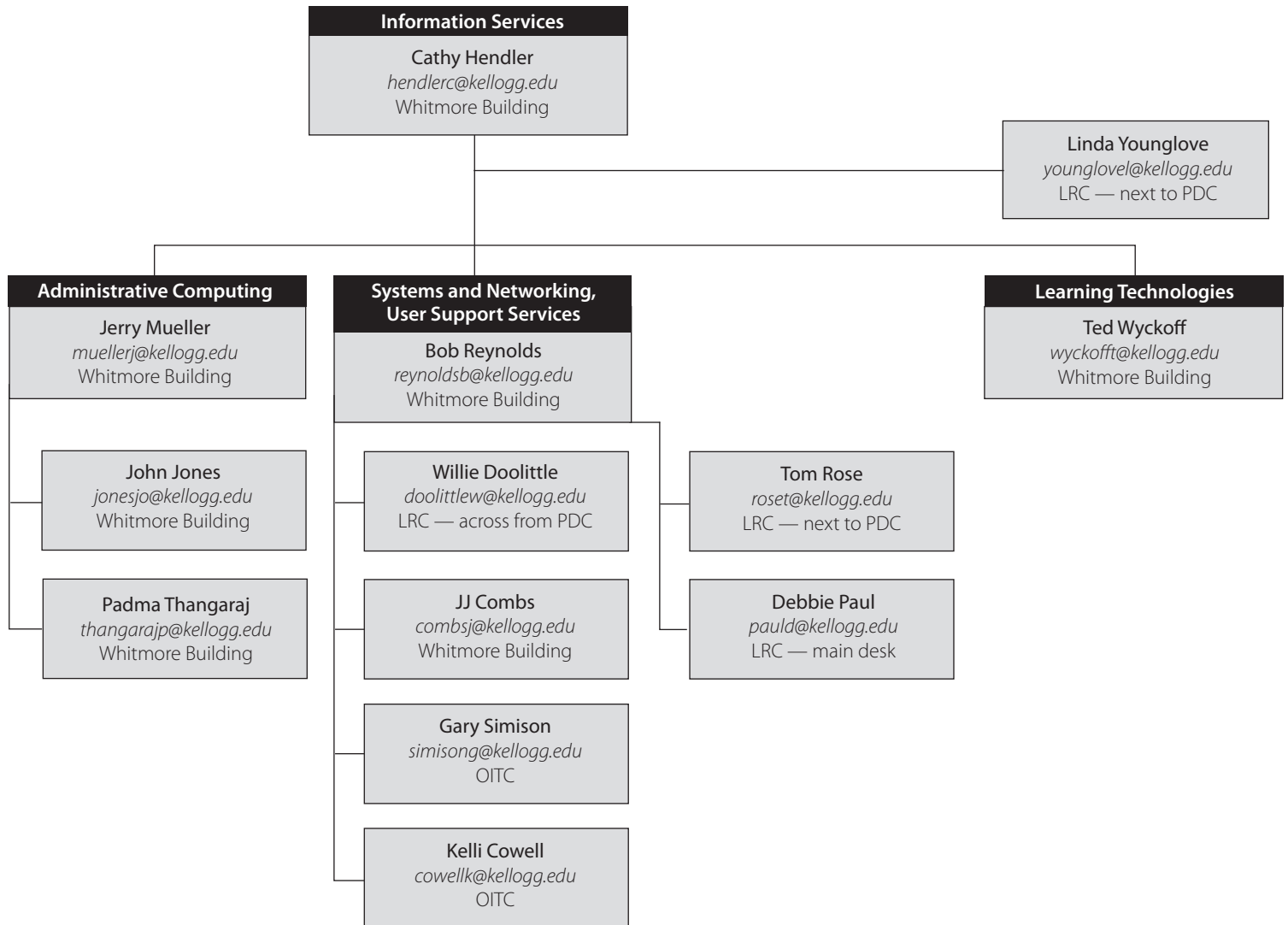
Assistance with logging into the portal and KRIS. Note: Problems logging into the portal or KRIS, or student password changes, can be directed to the Help Desk, or the Customer Service Center, or the Centers (check business hours as they will vary). Registration problems should be directed to the Customer Service Center.

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**Datatel Colleague Support**

For assistance with logging into Colleague, contact the Help Desk at ext. 4148 or fill out an online work order.

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## I.S. Quick Phone Reference

	Extension		Extension
Combs, JJ	2394	Reynolds, Bob	2578
Cowell, Kelli	2376	Rose, Tom	2749
Doolittle, Willie	2737	Simison, Gary	2361
Hendler, Cathy	2065	Thangaraj, Padma	2739
Jones, John	2395	Wyckoff, Ted	2378
Mueller, Jerry	2360	Younglove, Linda	2383
Paul, Debbie	2715		