

# NEED IST HELP?

For ALL matters, contact Service Desk

[servicedesk@umanitoba.ca](mailto:servicedesk@umanitoba.ca)

204-474-8600

Hours of Operation: Mon – Fri, 8:00am to 8:00pm

Examples of IST support are listed below (but not limited to)

## Audio/Visual Assistance:

- Complete AV Booking Form (2 DAYS PRIOR TO EVENT/MEETING)  
<http://umanitoba.ca/computing/ist/teaching/avfortgarry.html>
- AV technology set-up / start / operate
- Technology Demonstration
- Video conferencing (Bluejeans)

## Technology Assistance:

- Register for your UMNNetID
- Computer issues (desktop/laptop)
- Printer issues
- Connecting to VPN (Pulse Secure)
- Accessories for computers (set-up or issues with keyboard/mouse/sound)
- Mobile Phones (calendar sync, e-mail set up, app installations etc.)
- Tablets (calendar sync, e-mail set up, app installations etc.)
- Telephone services
- Shared Folder Access
- Installation of software
- EPR issues / requests
- Tools to enhance teaching (CATL, iClicker, UMLearn, etc.)
- Report lost devices