



Danville Community College

Technology Standard: Helpdesk

Requesting IT services and reporting problems

ALL requests for assistance should be e-mailed to helpdesk@dcc.vccs.edu. Do not call IT personnel to request service or report problems, unless your computer is down and you are unable to use e-mail. Using helpdesk@dcc.vccs.edu guarantees your message will be seen by all IT personnel and acted upon as soon as possible. An automatic reply verifying that your message has been received will be sent to all incoming messages.

When experiencing a problem with a software application, printer, or the computer does not seem to be working properly, please restart the computer prior to contacting the Helpdesk to determine if this resolves the issue.

Please provide the following information when contacting the helpdesk:

Only list one request per email to helpdesk@dcc.vccs.edu

- Location of device
- Nature of problem or service requested
- Station ID (academic computers will have a white label with the station ID. Ex: **T106-4**)
- Exact model name (Ex: HP LaserJet 2400)
- Brief description of steps you were taking when error occurred
- Any error messages

Thank You,

Information Technology Services

Helpdesk at helpdesk@dcc.vccs.edu

Tom Canupp	IT Manager	434.797.8510
Travis Dix	IT Specialist I	434.797.8466
Bracken Jones	IT Specialist II	434.797.8515
Chris Marshall	IT Specialist I	434.797.8531