

## Computer and Media Support Services

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### DATATEL/WEBADVISOR/INSITE:

The District Help Desk handles all account and support requests for these services. Enter a ticket at <https://contracosta.sysaidit.com/> or call them at (925) 229-6888 (from on campus dial 8-1-6888).

### LMC DESKTOP SUPPORT/HARDWARE/INSTALLATION/MOVES:

For these computer, network or technical needs ranging from technical troubleshooting to computer installation requests email the LMC Help Desk at <https://contracosta.sysaidit.com/> or call x3767.

## Email

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### EXCHANGE/OUTLOOK:

To request new accounts, please have the appropriate manager or dean use the District form located on the LMC Office of Instruction Forms page <http://www.losmedanos.edu/intra-out/oi/forms.asp>. To request the extension or closing of an account, please use <http://contracosta.sysaidit.com/>.

## Desire2Learn

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### LEARNING MANAGEMENT SYSTEM:

For distance education courses

<http://www.losmedanos.edu/onlineclasses/default.asp>

For support email D2L faculty coordinator Kimberly Wentworth at [kwentworth@losmedanos.edu](mailto:kwentworth@losmedanos.edu).

## Media

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### AV EQUIPMENT:

To schedule the delivery of AV equipment or checkout media (i.e., LCD projectors, slide projectors, flipcharts, digital recording devices, tape players, video cameras, etc.), please use <https://contracosta.sysaidit.com/>. **24-hour advanced notice is required.**

### EVENT SETUP:

Special AV setups and large events require **a minimum of one week advance notice** and a consultation meeting with IT&S staff. To request a special event setup, please enter a ticket at <http://contracosta.sysaidit.com/> or call x3767.

## **Identification cards**

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### **STUDENT AND STAFF ID CARDS:**

Each Los Medanos College student must have a LMC ID card whether full- or part-time. Without one, a student cannot borrow a book from the library, use certain services provided in the Student Service area, or use the computer labs or the Assessment Center. An ID card is obtained at the service counter on the 2nd floor of the library. Students must bring verification of current registration at Los Medanos College along with a form of photo identification. For Frequently Asked Question see <http://www.losmedanos.edu/its/IDFAQ.asp>.

### **Purchasing**

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All computer, printer, software and major technology purchases must comply with standards and go through IT&S for purchasing support. To request technology purchasing, please have the appropriate manager, dean or department chair enter a ticket at <http://contracosta.sysaidit.com/>