Technology
Coronavirus (COVID 19) FAQ

March 25, 2020

I'm a student. Who do I contact if I am having technical issues?

Students can notify us about technical issues by contacting the Chattahoochee Tech Office of Technology Student Helpdesk at:

www.ChattahoocheeTech.edu/HelpDesk

Preliminary steps are listed to help students with resolving their technical issues, including MFA. If students need additional technical assistance, they can submit a Student Helpdesk Request Form at:

Student Helpdesk Request Form

I'm a staff/faculty member. Who do I contact if I am having technical issues?

Use one of the ways listed below to submit a helpdesk ticket to HelpDesk.ChattahoocheeTech.edu/User

- Click on the "**Support Site**" link found under "**Frequently Used Links**" on the **AERIE** home page.

- In case you can't login to the support site for account/password issues, send an email to HelpDesk@ChattahoocheeTech.edu. Please include your Employee ID in the email body so that we can verify your identity.

- Staff /Faculty can refer to the Emergency Response Information page on Aerie for additional help at: StudentsChattahoocheeTech.SharePoint.com/Sites/EmergencyResponseInformation

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