

Technical Help Form for eCampus
Student Number: 972-669-6402 or 1-866-374-7169
Faculty Only: 972-669-6460 (Do not give out to students)

Please have ready the following information before you call eCampus technical support. Having the right information and keeping needed information can help us improve our technical help support system:

1. Name of Course
(Example: English 1301)
2. Section Number of Course
(Example: 8423 or 9460)
3. Name of Instructor
4. Name of Student and Student Identification number
5. Day and Time when trouble started
6. Specific information about the problem that is occurring
7. What server are you on? Go to the Training and Support tab and scroll down to the box that says--Blackboard eCampus Tutorials for Faculty. At the bottom of that box you will see **If Directed by Technical Support, Please Click Here**. Once you click on the click here, you will see some text and a red letter. The red letter is what server you are on in eCampus.

***Make sure you keep all email information and support ticket numbers.**

(The above information can be added into your course orientation or syllabus. It will help you and your students resolve problems)

After you or your student has finished dealing with technical support, please keep the following information:

1. How long did you have to wait?
2. How long where you put on hold?
3. Did your problem get resolved?
4. Was the resolution helpful?
5. What ticket number where you given?
6. What was the name of the person you spoke with?