

March 27, 2020 Advisory

Starting 5 p.m. Friday, March 27, 2020, the FAMU Office of Instructional Technology will be providing 24/7 live help desk support for students, faculty and staff.

By calling 850-599-3460, members of the University community can receive technology help on password changes, connecting with an instructor or figuring out Zoom and Blackboard. The help desk professionals work for a vendor retained by the University and have been trained to deal with FAMU-specific issues.

For the last few weeks, OIT have been providing help desk services for students, faculty and staff from 8 a.m. to 11 p.m. on weekdays, 10 a.m. to 7 p.m. on Saturdays and 1 p.m. to 10 p.m. Sundays.

Working with Library Services and the Department of Academic Affairs, OIT has provided laptops to loan to students to enable them to participate in online and remote instruction.

“The OIT is the frontline from a support and training standpoint for all faculty, students and staff,” said Robert Seniors, OIT associate director.