

If you are experiencing, technical difficulties, you can get help from:

1. **Mountwest's IT HelpDesk**
2. **Publisher's Technical Support** – including Pearson (MyLabs/Revel), McGraw Hill, Cengage (MindTap/SAM), Knewton Alta, Wiley, Elsevier (Evolve), etc.
3. **Mountwest's Director of Distance Education / Blackboard Administrator**
4. **Blackboard (WVNet) HelpDesk**

The type of problem you are experiencing will determine who you will need to contact. Please refer to the information on this sheet for when to contact each of these technical support centers and what their contact information is.

Mountwest's IT HelpDesk Information

The IT HelpDesk is a free, walk-in, on-campus student support service located in room 108.

Phone: (304) 710-3471 | Email: helpdesk@mctc.edu

Websites: <http://cs.mctc.edu> or <http://www.mctc.edu/it-services-2/>

Contact the IT HelpDesk if you experience issues with:

- Accessing MyMCTC Self-Service
- Accessing & Installing (Free) Microsoft Office Software
- Logging into your MCTC Email Account
- MCTCNet (Computer login) Account Information
- Accessing Mountwest's WiFi
- Other Computer-related Issues (that do not involve Blackboard)

If you are off-campus and need assistance, please call the IT HelpDesk and/or email them.

Technical Support for Publisher Materials & Accounts

If you are experiencing issues or have questions with accessing the publisher content within this course, please contact your instructor and refer to the publisher's website. Links for contacting the publisher's technical support center will be included there.

Director of Distance Education / Blackboard Admin Info

The Director of Distance Education / Blackboard Administrator is available online (via email and ConnectYard) as well as on-campus in room 353.

Phone: (304) 710-3428 | Email: schroederk@mctc.edu

Contact the Director of Distance Education / Blackboard Administrator if you experience issues with:

- Logging into Blackboard
- Using the Blackboard App
- Accessing and/or Submitting Assignments/Tests
- Other Blackboard-related Issues

Email is the best way to reach this person since they are not always in their office due to meetings and trainings. If you need immediate assistance, contact the WVNET HelpDesk which is available 24/7. (See their information below.)

Blackboard (WVNet) HelpDesk Information

The Blackboard (WVNet) HelpDesk is available 24/7. If you are having trouble with any of your Blackboard courses, you can contact them using the information below, and they will be happy to help find a solution.

Phone: (304) 293-5192 | Email: helpdesk@mail.wvnet.edu

Website: <https://wvnet.edu/resources/help-desk/>

Contact the WVNet HelpDesk if you experience issues with:

- Any Blackboard-related Issues - specifically when the Blackboard Administrator (listed above) is unavailable.

When contacting them, please leave your email and a phone number where you can be reached.