NWACC IT EVENT SUPPORT REQUEST

# IT HELPDESK

SUPPORT HOURS: M-TH 7:30 am – 7:00 pm
F 7:30 am – 5:00 pm

**Our goal is to provide exceptional IT service for your event needs. IT Event Specialists will need approximately 15 minutes prior to your event to setup AV equipment.** ***Email form to techsupport@nwacc.edu.***

## EVENT PRESENTER/CONTACT INFORMATION

**Today's Date:**

**Contact Person:**

**Phone:**

**Name of Event:**

**Presenter:**

**Event Location (please include room number):**

*PLEASE NOTE:*
*IT Tech's do not attend the entire event. We will help load any presentations, show the presenter how the advancers work, and make sure the sound is working. If you experience technical difficulties during your event, please call our HelpDesk at 619-4357.*

## EVENT DATES AND TIMES

| | | |
|---|---|---|
| Date(s) of Event: | Beginning Time: | Ending Time: |
| Additional Date(s): | Beginning Time: | Ending Time: |
| Additional Date(s): | Beginning Time: | Ending Time: |
| Additional Date(s): | Beginning Time: | Ending Time: |
| Additional Date(s): | Beginning Time: | Ending Time: |

## TECHNICAL NEEDS (Please see disclaimer below)

☐ Projector
☐ Advancer (for PowerPoint's)
☐ Sound System
☐ Wired ☐ Wireless 1 Number of Microphones
☐ Portable Sound System (electrical power must be available)

***NOTE: NWACC has wireless access in all facilities and we will provide a network key for wireless access.***

## SPECIAL NOTES (any additional information IT will need for your event)

This section is for any additional information IT will need in order to provide support for your event.

**DISCLAIMER:**

1. All events need to be coordinated with Diane Boss, Special Events Coordinator 936-5172 or email dboss@nwacc.edu. After hours events are handled by SCWT Event Specialist.
2. All presentations should be compatible with MS Office 2007/10, Windows 7 or XP compatible, and ready to load onto NWACC computers. IT does not assist with fixing presentations. We recommend the presenter do an early run through for compatibility.
3. Any rooms without a projector will require check out of an AV cart from the library. IT Tech's are not responsible for checking out the AV carts.
4. When SC 108 is divided, only Side A has AV/Sound equipment.
5. Anyone requesting use of any sound system is requested NOT to try to use the sound system themselves.
5. Staff and Faculty will need to come to IT Department to check-out Advancers for all rooms other than SC108, Wal-Mart Auditorium, Peterson Auditorium and White Hall. We do not checkout remotes/advancers to students.
6. Although we will happily take phone requests for IT Event assistance, we require a follow-up email with necessary information.
7. All room setups will need to be coordinated with physical plant. IT does not setup room configurations.