

**Subject:** IT Support Hotline

**Date:** Friday, 29 May 2020 at 16:39:04 British Summer Time

**From:** Sarah Young

**To:** Mailing List - Everybody

**Message sent on behalf of IT Support**

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Dear all,

UCG IT services are in the process of delivering an IT Support hotline for dealing with urgent support requests. It had been hoped to get this operational during the half-term but unfortunately, due to some technical challenges both with the telephone system and also IT systems, this is taking longer than hoped. The system will be operational no later than Friday 5<sup>th</sup> June although it is anticipated that we will be able to launch the service earlier in the week. We will publish the telephone number and re-circulate this email when it is appropriate to do so.

The service will be available between 09:00 – 17:00 Monday to Friday and will provide urgent support to both staff and students to help resolve technical issues that prevent people from accessing the systems and services needed as part of their employment or studies.

Non-urgent issues should continue to be logged by e-mail either to [it.support@cnwl.ac.uk](mailto:it.support@cnwl.ac.uk) or [itsupport@cw.ac.uk](mailto:itsupport@cw.ac.uk) as appropriate. These mailboxes are continually monitored and the issues reported are generally being resolved on the same day.

Information on working from home and accessing some of the available services continue to be available through the college web site [ucg.ac.uk](http://ucg.ac.uk), the staff portals at CNWL and CWC and for students via their MyDay pages. Further information and support for teachers is being provided by Esam Baboukhan and David Newland, they have a wealth of information and knowledge, including ‘How To’ guides and tutorials available to staff through their MS Teams groups.

**Please be advised that there is a limited resource attached to this service and it could easily be overwhelmed by the number of received calls which is why this is being trialled for providing urgent support. It is also essential that staff (and students) use the support number provided and do not contact members of the IT Team directly for support, this will be deemed as queue jumping and the caller advised of the support number and asked to call back accordingly. The email route that we implemented 10 weeks ago has been working very successfully and should continue to be used for those non-urgent problems.**

Kind Regards,  
IT Support