Subject: IT Support Hotline - Updated Email address for CNWL

Date: Friday, 5 June 2020 at 16:42:20 British Summer Time

From: Sarah Young

To: Mailing List - Everybody

Message sent on behalf of IT Support

Dear all,

UCG IT services are pleased to announce the launch of the IT Support hotline for dealing with urgent support requests. **The IT Support helpline number is 020 7258 7258**.

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.helpdesk@cnwl.ac.uk or itsupport@cwc.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, 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 which could easily become overwhelmed by the number of calls which is why this is being introduced for providing urgent support only. Calls are systematically being managed in a 'loop' as it diverts onto the next available member of the support team therefore users may experience longer call times as they await their call to be answered and we would ask them to be patient. 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