

Getting Help and Support

Please use any or all of the following methods to reach out to your friendly and encouraging tech support team. We're here to help!

Online Support

If you need help with setting up your course, want to schedule a one-on-one session, or just have some questions please use one of the following methods:

- Email the online support system at support@mlc-wels.edu.
- Visit <https://mlc-wels.edu/support> and file a support request.

These requests are sent to the MLC support system and will be triaged as soon as possible and assigned to the appropriate person. Once a ticket is created you should receive an email from the system and any replies you send will be added to the appropriate ticket.

Video and Print Instructions

- You're in the right place! KnightHelp offers guides on a variety of topics. Click through the book chapters or use the search bar above.
- Instructions specific to the various tools from the workshops have been linked in the [workshop notes](#).

Google Meet Sessions

Several individuals are available for drop-in Google Meet sessions. Click their Google Meet link to join their meeting room just like you did for the workshops.

- **James Carlovsky**
 - [Google Meet Link](#)
 - Available 9 - 10 AM Thursday 3/19 and Friday 3/20
- **Rachel Feld**
 - [Google Meet Link](#)
 - Available 10 - 11 AM and 1 - 3 PM
- **Bob Martens**
 - [Google Meet Link](#)
 - Available 12 - 1 pm
- **Dan Fenske**
 - [Google Meet Link](#) 8-9 AM Thursday 3/19 and Friday 3/20
 - Drop-in during the day

- Big Blue Button Practice Session 9:00 AM Friday, Computer Lab Room 221
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