

# 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](mailto: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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