

# 4Help: Virginia Tech's Customer Support Center

The Customer Support Center (4Help) provides fast, courteous, and comprehensive computer support to Virginia Tech faculty, staff, and students. Alumni and retired faculty and staff may receive help with problems related to services offered by Virginia Tech.

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## Answers.vt.edu Knowledge Base

The answers.vt.edu knowledge base contains over 1600 answers to computing and technology questions. The knowledge base is available 24 hours a day, seven days a week at [www.answers.vt.edu](http://www.answers.vt.edu).

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## Helpdesk & Desktop Support

Customer Support Agents are available 24 hours a day, seven days a week, to take questions on a wide variety of computer problems. If you need assistance, contact 4Help by using the [Help Request Form](http://4help.vt.edu)(<http://4help.vt.edu>) or by calling (540) 231-HELP (4357).

### **4Help is comprised of units delivering two levels of support:**

The Virginia Tech Operations Center, located in Research Building 14 in the Corporate Research Center, provides customer support agents who are available 24 hours a day, seven days a week, to reset passwords for your PID, Banner ID, and Hokies ID, and provides around-the-clock monitoring of critical University systems.

University Computing Support, located at 735 University City Blvd., provides second level support during regular business hours for assistance with a wide variety of computer and desktop support problems.

### **Areas of Support Include:**

- Internet connectivity through on-campus Ethernet, the Virginia Tech Modem Pool, and wireless access.
- Central computing resources such as:
  - [My VT](http://www.computing.vt.edu/myvt/) (<http://www.computing.vt.edu/myvt/>)
  - [Online Course Systems](http://www.edtech.vt.edu/ocs/) (<http://www.edtech.vt.edu/ocs/>)
  - [Hokie SPA](http://hokiespa.vt.edu) (<http://hokiespa.vt.edu>)
  - [LISTSERV](http://www.computing.vt.edu/listserv/) (<http://www.computing.vt.edu/listserv/>)
  - [Filebox](http://www.computing.vt.edu/filebox/) (<http://www.computing.vt.edu/filebox/>)

- [VT Mail](http://www.computing.vt.edu/email_and_calendar/vt_mail/index.html) ([http://www.computing.vt.edu/email\\_and\\_calendar/vt\\_mail/index.html](http://www.computing.vt.edu/email_and_calendar/vt_mail/index.html))
- [VT Mobile Messaging](http://www.computing.vt.edu/email_and_calendar/exchange/mobile_messaging/index.html) ([http://www.computing.vt.edu/email\\_and\\_calendar/exchange/mobile\\_messaging/index.html](http://www.computing.vt.edu/email_and_calendar/exchange/mobile_messaging/index.html))
- Administrative systems such as:
  - [Banner](http://computing.vt.edu/administrative_systems/banner/web_forms/index.html) ([http://computing.vt.edu/administrative\\_systems/banner/web\\_forms/index.html](http://computing.vt.edu/administrative_systems/banner/web_forms/index.html))
  - [Exchange](http://www.computing.vt.edu/email_and_calendar/exchange/index.html) ([http://www.computing.vt.edu/email\\_and\\_calendar/exchange/index.html](http://www.computing.vt.edu/email_and_calendar/exchange/index.html))
  - [Faculty Access](http://hokiespa.vt.edu) (<http://hokiespa.vt.edu>)
- Microsoft Office Products

### What we cannot do:

- Work on homework assignments for any student
- Install or repair hardware, including network cards
- Install or configure operating systems or third party software
- Reinstall operating systems

### Other Services Offered:

- Scheduled appointments for walk-in support if necessary (by appointment only)
- On-site desktop support for faculty and staff (by appointment only)
- Escalation of issues with Central IT services

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## How to Contact the Helpdesk:

We encourage you to use the Help Request Form when contacting the Helpdesk for faster problem ticket creation.

### Contact 4Help via one of the following methods:

- Use the [Help Request Form](http://4help.vt.edu) (<http://4help.vt.edu>)
- Call (540) 231-HELP (4357)

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## Need More Information?

This document is provided for those who want to include information about a 4Help, University Computing Support or reference our sites (such as [computing.vt.edu](http://computing.vt.edu) or [answers.vt.edu](http://answers.vt.edu)). This material can be found online at: [http://www.computing.vt.edu/help\\_and\\_tutorials/4help/index.html](http://www.computing.vt.edu/help_and_tutorials/4help/index.html)

**Note:** We ask that all material by another department referencing 4Help be sent to [computing@vt.edu](mailto:computing@vt.edu) for review prior to being published.