

Information Technology (IT) Support Guide
Nutrition, Food Science, and Packaging Department

The **CHHS (College of Health and Human Sciences) Tech Group** provides support for desktops, laptops, and printers. Personal home devices are not supported. All requests should be submitted to:

CHHS Tech Group
chhs-tech-group@sjsu.edu

Frequently Asked Questions

Q: Who can I borrow a laptop from?

A: Laptops can be borrowed from the instructional support technician (contact info below) or from the Instructional Resource Center (contact info below).

Q: What do I do if there is a problem with a classroom projector?

A: If you are in CCB 122, CCB 128, CCB 216, CCB 221, CCB 222, or IS 230, then contact the Instructional Support Technician (IST). If you are not in one of these rooms or if the IST is unavailable, then contact the Instructional Resource Center (contact info below).

Q: Where can I borrow a projector adapter?

A: From the Instructional Resource Center (contact below). If you need an adapter long term, then please contact the instructional support technician (contact info below)

Q: What do I do if there is a problem with my desk phone?

A: Open a help ticket with campus IT. See how to open a help ticket here:
<http://www.sjsu.edu/it/self-service/help-ticket.php>

Additional Contacts

<p>Kevin Iocca <i>CHHS IT Consultant</i> kevin.iocca@sjsu.edu 408-924-3304</p>	<p>Wendee Augustiro <i>Instructional Support Technician</i> wendee.augustiro@sjsu.edu 408-924-3111</p>
<p>Instructional Resource Center <i>Provides campus A/V, classroom support, equipment loaning, video & media, virtual and augmented reality tools.</i> sjsu.edu/at/ats 408-924-2888</p>	

