

## Procedure for Technology Requests

**Procedure Title:** Technology Requests

**Department Responsible:** College of Education

**Contact Person and Title:** Technology Support Services Manager

**Procedure:** Faculty and staff who require assistance with technology, essential information can be found on the Technology Support page of the COE website at <https://education.ua.edu/technology-support/>. The site provides access to UA-provided tools and resources, and contact information for the OIT help desk, which should be used if you have issues with audio/visual problems in COE classrooms or if you have questions regarding UA-provided instructional technology tools, telecommunications, or cybersecurity concerns.

In addition, the website includes a link to the Education Technology Support Portal. This portal is designated for all official requests pertaining to College of Education technology support. This includes tasks such as requesting new software, reporting malfunctioning hardware, coordinating physical technology moves, seeking new hardware, and soliciting assistance with logins and accounts. The portal is also the appropriate channel for handling listserv requests, removing departing employees, onboarding new staff, and managing changes to account permissions.

**What Policy is Connected?** (Additional Information) UA Faculty Handbook, Chapter 3, Section XI, C2.

**Scope:** College of Education Faculty