

# Classroom Assistance

For immediate support, please call extension 4740; when prompted, press "1" for classroom assistance.

Thank you for scanning the QR Code! This page contains more information on how to receive assistance and classroom technology details.

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## Ways to Receive Assistance

### Phone Support (Urgent)

For issues that occur during classroom instruction and need immediate support, **please call extension 4740 (562-903-4740); when prompted press "1" for classroom assistance.** The phone technician will ask questions about the issue over the phone and attempt to troubleshoot. If the issue requires more advanced support, a field technician will be contacted to stop by the classroom in approximately 10-20 minutes depending on availability and location. Phone support may also be used to report non-urgent issues.

### Classroom Appointment Support (Non-Urgent)

Meeting with you in your designated teaching classroom, we can address specific issues you may be experiencing. We can also provide hands on learning and information about how to use classroom technology or Zoom Classrooms. Times offered vary depending on availability. Schedule an appointment here: <https://go.oncehub.com/ITClassroomTechConsultation>

### Email Support (Non-Urgent)

Mainly for reporting non-urgent issues, you may send an email to [it.helpdesk@biola.edu](mailto:it.helpdesk@biola.edu). Please include the classroom location, and brief description of the problem you are encountering, including what technology you are using and the date/time of the issue(s). Depending on the nature of the issue, a technician may reach back out to ask you to schedule an appointment for follow up.

## More Information about Classroom Technology

### General Classroom Information

- [Connect Your Computer to the Classroom AV System](#)
- [Classroom - Basic Troubleshooting](#)
- [List of Labs and Classrooms with Computers](#)

### Zoom Classrooms

- [How to Use a Zoom Classroom](#)
- [How to Zoom a Student Into a Class Session](#)
- [How to Record a Class Session with Zoom](#)
- [Using Zoom Rooms and Canvas For Recording and Distributing a Class Session](#)