

# TECHNICAL SUPPORT



## *Keeping students connected — day or night.*

When your students' computers crash, or just won't behave, they depend on you for immediate tech support — 24 hours a day, 7 days a week.

We can help you by keeping them up and running with uninterrupted access to the technology they need. We'll provide Tier 1 technical services, portal assistance, password resets, FAQ responses, navigation assistance, helpdesk tickets, and more.

*More technical services to support your students...*



### Student portal

Many students need a detailed intro to your portal, including extra guidance for how to get the most out of it. We can help them with everything from simple logins to useful navigation tips. We'll even provide one-on-one virtual tours if it helps get off on the right foot.



### Tier 1 technical support

Your students need to stay connected around the clock and expect immediate attention when something goes wrong. We can support your IT staff with our Tier 1 tech services, including password resets, helpdesk ticket escalations, or other issues that are *sure* to arise. We've got the experience, the technology and the manpower to back you up — 24 hours a day, 7 days a week.



### FAQs

All students have questions throughout their academic journey — *but where do they go for fast, clear answers?* We'll assemble and maintain a knowledge base of "frequently asked questions" so they will always get the answers they need.

*For more information about our services, contact:*

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