



MICROSOFT 365
MIGRATION



Support Model Guidelines

Self-help materials and the Helpdesk will be the two layers of the support for students



Type of Assistance

Navigation, configuration and basic general guidance



What to do?

Students should utilize the self-help documents as the first step of support prior to contacting Professional Services



Where to go?



ETS Website O365 resource page
Check the How to videos, FAQ, Job Aids and more!)



Self-help Guide



Trouble shooting or technical assistance

If Students can't self-resolve their issues, a helpdesk ticket should be submitted to report any Outlook and/or One Drive issues.



Helpdesk

Helpdesk Contact Information

IN PERSON

ETS WALK UP LOCATED ON THE FIRST FLOOR OF THE ILAB TECHNOLOGY CENTER.



CALL FOR ASSISTANCE AT

202-806-2020



EMAIL ISSUES TO

huhelpdesk@howard.edu

Enterprise Technology Services



The iLab

Operational hours

| | |
|-----------|-----------------|
| Sunday | 1:30pm - 10:pm |
| Monday | 8:30am - 10:pm |
| Tuesday | 8:30am - 10:pm |
| Wednesday | 8:30am - 10:pm |
| Thursday | 8:30am - 10:pm |
| Friday | 8:30am - 5:pm |
| Saturday | 9:00am - 6:00pm |

ETS Walk Up Hours of Operation

| | |
|-----------|-------------------|
| Sunday | CLOSED |
| Monday | 9:00 AM – 5:00 PM |
| Tuesday | 9:00 AM – 5:00 PM |
| Wednesday | 9:00 AM – 5:00 PM |
| Thursday | 9:00 AM – 5:00 PM |
| Friday | 9:00 AM – 5:00 PM |
| Saturday | CLOSED |