JOLT Services Cheat Sheet:

For Faculty & Staff:

**Instructional Design** - For consulting, training, custom module creation, or other instructional design services, call **919-464-2255** to make an appointment.

**Blackboard or other Learning Technology training** – Register for our workshops online, or call **919-464-2257** to request training on a specific technology.

**Blackboard Learn - 24/7 Blackboard Support Center:** **1-866-829-9266**
Search the Knowledge Base for answers to commonly asked questions or connect with a support representative through several options. Call the number above to speak with a technician. The **Live Chat option** allows for quick answers, while **submitting a Ticket** typically takes up the least amount of time.

**Lecture Capture Services:** Reserve a room on our **LibCal Calendar**. Call **919-464-2260** for information and training on our state-of-the-art video capturing system.

**Media Services Classroom Audio Visual Equipment Help** - **Submit a service request online** or call **919-209-2102/919-464-2257**

**Campus Digital Signage (InfoScreens)** - Email your requests to **mediaservices@mail.johnstoncc.edu**

**Videography Requests** - **919-209-2523 or 919-464-2257**.

Visit us online at: **http://johnstoncc.libguides.com/jolt**.
Visit our new site after September 3rd at: **http://johnstoncc.edu/jolt/distanceeducation/index.aspx**

For Students:

**Blackboard Learn - 24/7 Blackboard Support Center:** **1-866-829-9266**
Search the Knowledge Base for answers to commonly asked questions or connect with a support representative through several options. Call the number above to speak with a technician. The **Live Chat option** allows for quick answers, while **submitting a Ticket** typically takes up the least amount of time.

**Blackboard Help Website for Students** - Searchable help for students including helpful information and video tutorials. **Note: we are using Blackboard Version 9.1 Service Pack 'April 2014'**.

For **WebAdvisor, Gmail** and **Blackboard Learn Log in Issues**, call **919-464-2260**

**Forgotten Security Question Answer?** Call the JOLT Helpdesk during normal business hours: **919-464-2260**, or email **distancelearning@johnstoncc.edu**, and a staff member can reset.

**Need to sync Gmail to a cellphone?** Call the JOLT Helpdesk during normal business hours: **919-464-2260**, or email **distancelearning@johnstoncc.edu**, and a staff member can assist.