

# Instructional Support (VTAC)

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Need help with complex D2L issues, such as setting up your gradebook, adding content, building a quiz, or integrating publisher content?

Through the **VTAC Support** (<https://vtac.lonestar.edu/help/vtac-support>) page, we offer multiple time slots for phone and WebEx appointments to help us meet your instructional support needs more effectively.

We offer two types of support, **Instructional Technology Support**, provided by our **Online Technologists** (including the campus technologists), and **Course Design Support**, provided by our **Instructional Designers**. For more information on who to contact for specific issues, see our **Technologist or Designer: Who's the Best to Contact?** (<https://vtac.lonestar.edu/help/a001>) page.

**NOTE:** The **IT Service Desk** is available **all 7 days of the week, from 6:00 AM - Midnight** to provide you with technical support, including basic D2L questions and issues (they will also forward a ticket to LSC-Online if they cannot help you with a D2L issue). They also support students in all D2L issues. The **D2L Virtual Assistant** (<https://vtac.lonestar.edu/help/d2l-virtual-assistant>) is also available 24/7.

## Instructional Technology Support

**NOTE:** This service is for **Faculty only**.

Instructional Technology Support is available through **Campus Technologist Appointments** and our **VTAC Appointments**. You can also email [VTAC@lonestar.edu](mailto:VTAC@lonestar.edu) () for assistance with issues that may not require an appointment.

## Campus Technologist Appointment

Need in-person support? This page provides contact information for each **Campus Technologist** and a link to schedule an appointment with your technologist.

To schedule a **Campus Technologist** appointment:

1. From the **VTAC Support** (<https://vtac.lonestar.edu/help/vtac-support>) page, navigate to the **Assistance** column and locate the **LSC-Online** tile.
2. Click the **[Campus Technologist Appointment]** (<https://vtac.lonestar.edu/help/campus-reps>) link.

Assistance

IT Service Desk

[Chat](#)  
 ("Live Chat" on lower right)  
[866-614-5014](#)  
[Technology Services](#)




D2L Helpdesk

[D2L Chat and Knowledge Base](#)  
 (Chat on lower right)  
[877-325-7778](#)  
[D2L Ticket Support](#)

LSC-Online

[Campus Technologist Appointment](#)  
[VTAC Technologist Appointment](#)  
[Designer Appointment](#)  
[Open Labs](#)

- Locate your Campus Technologist, and click **[Schedule Appointment]**.

LSC-CyFair	LSC-Houston North	LSC-Kingwood
 <p><b>Adriana Novaes</b></p> <p>Online Technologist I</p> <p>TECH 200H  <a href="mailto:Adriana.Novaes@lonestar.edu">Adriana.Novaes@lonestar.edu</a>            832-745-5023</p> <p><b>SCHEDULE APPOINTMENT</b></p>	 <p><b>Juan Mandujano</b></p> <p>Online Technologist I</p> <p>Victory 107C  <a href="mailto:Juan.C.Mandujano@lonestar.edu">Juan.C.Mandujano@lonestar.edu</a>            281-810-5688</p> <p><b>SCHEDULE APPOINTMENT</b></p>	 <p><b>George Rodriguez</b></p> <p>Online Technologist I</p> <p>LIB 222A  <a href="mailto:George.Rodriguez@lonestar.edu">George.Rodriguez@lonestar.edu</a>            281-312-8437</p> <p><b>SCHEDULE APPOINTMENT</b></p>

- Select an appointment duration. You will be prompted to select a date and time and provide some details. Follow the on-screen prompts to confirm.

Choose Appointment

Your Info

Confirmation

Returning? [Log in](#)

**\*\*Please note all appointments are in Central Time.\*\***

**VTAC - Remote Assistance**

**Cy-Fair - Phone (30)**  
30 minutes

**Cy-Fair - Phone (45)**  
45 minutes

**Cy-Fair - Webex (30)**  
30 minutes  
Remote Consultation using a WebEx Conference

**Cy-Fair - Webex (45)**  
45 minutes  
Remote Consultation using a WebEx Conference

## VTAC Appointment

Schedule a phone or WebEx appointment with **VTAC** as soon as one hour from now for assistance with a complex D2L issue that might take a while to solve.

To schedule a **VTAC appointment**:

1. From the **VTAC Support** (<https://vtac.lonestar.edu/help/vtac-support>) page, navigate to the **Assistance** column and locate the **LSC-Online** tile.
2. Click **[VTAC Technologist Appointment]** (<https://app.acuityscheduling.com/schedule.php?owner=12117659&appointmentType=category:Virtual+Teaching+Assistance+Center>).

Assistance

IT Service Desk

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 ("Live Chat" on lower right)  
 866-614-5014  
[Technology Services](#)

D2L Helpdesk

[D2L Chat and Knowledge Base](#)  
 (Chat on lower right)  
 877-325-7778  
[D2L Ticket Support](#)

LSC-Online

[Campus Technologist Appointment](#)  
[VTAC Technologist Appointment](#)  
[Designer Appointment](#)  
[Open Labs](#)

- Select an appointment duration: **45 minutes**, **30 minutes**, or **10 minutes**. You will be prompted to select a date and time and provide some details. Follow the on-screen prompts to confirm.

Choose Appointment

Your Info

Confirmation

Returning? [Log In](#)

Virtual Teaching Assistance Center

**Instructional Technology support** (45 minutes)  
 Remote consultation using Webex or phone

**Instructional Technology support** (30 minutes)  
 Remote consultation using Webex or phone

**Instructional Technology support** (10 minutes)  
 Remote consultation using Webex or phone

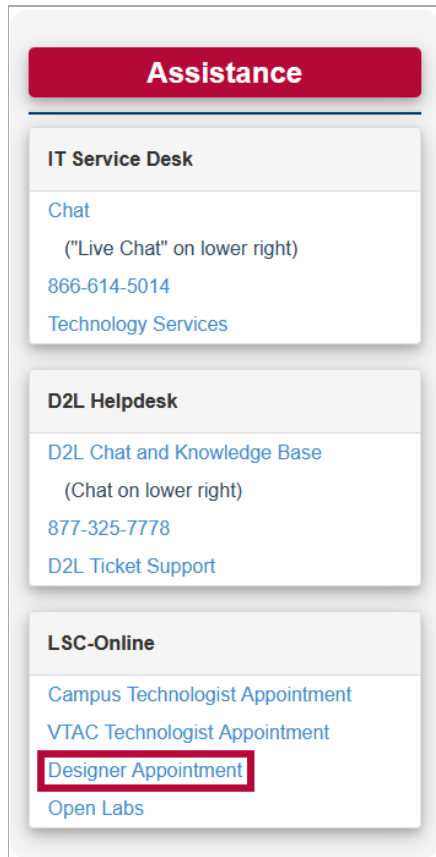
## Instructional Design Support

**NOTE:** This service is for **Faculty only**.

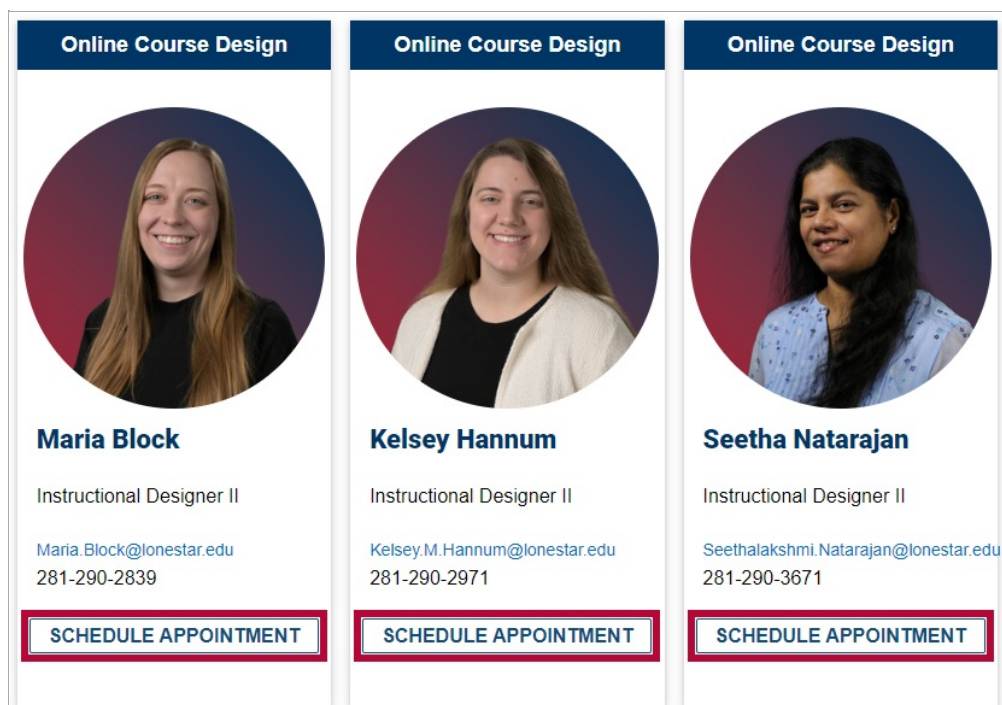
Need course design support? This page provides contact information for each **Instructional Designer** and a link to schedule an appointment with them.

To schedule an **Instructional Designer** appointment:

1. From the **VTAC Support** (<https://vtac.lonestar.edu/help/vtac-support>) page, navigate to the **Assistance** column and locate the **LSC-Online** tile.
2. Click the **[Designer Appointment]** (<https://vtac.lonestar.edu/help/meet-your-designers>) link.



3. Choose a Designer, and click **[Schedule Appointment]**.



4. Select an appointment duration. You will be prompted to select a date and time and provide some details. Follow the on-screen prompts to confirm.

The screenshot shows a web interface for booking an appointment. At the top, there are three tabs: 'Choose Appointment' (active), 'Your Info', and 'Confirmation'. Below the tabs, there is a link 'Returning? [Log in](#)'. A note states: '\*\*Please note all appointments are in Central Time\*\*'. Under the heading 'Instructional Design Support (Virtual via Webex)', there are two appointment options, each with a 'Book' button:

Appointment Duration	Action
Instructional Design Support (30 minutes) 30 minutes	<a href="#">Book</a>
Instructional Design Support (1 hour) 1 hour	<a href="#">Book</a>

## Technology Support for Students (VLAC)

Instructional Technology Support (VTAC) is for Faculty only. Students can receive Technology Support, including support for D2L issues, through the [IT Service Desk](https://vlac.lonestar.edu/help/contact-it-service-desk) (<https://vlac.lonestar.edu/help/contact-it-service-desk>) or the [D2L Virtual Assistant](https://vlac.lonestar.edu/help/d2l-virtual-assistant) (<https://vlac.lonestar.edu/help/d2l-virtual-assistant>). You can provide the [VLAC Support](https://vlac.lonestar.edu/help/vlac-support) (<https://vlac.lonestar.edu/help/vlac-support>) page to students, it provides information on all the ways to contact the IT Service Desk, as well as additional technology information to assist students with common issues.