

# Instructional Support (VTAC)

Last Modified on 08/03/2022 9:12 am CDT

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 page, we offer multiple time slots for phone and WebEx appointments to help us more effectively meet your instructional support needs.

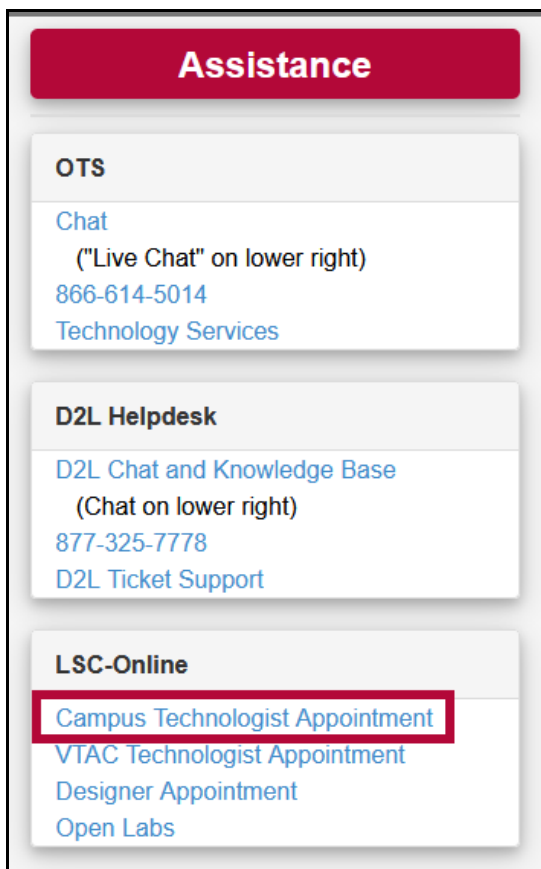
The OTS Service Desk is available 24/7/365 to provide you with technical support.

## 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 page, navigate to the **Assistance** column and locate the **LSC-Online** tile.
2. Click the **Campus Technologist Appointment** link.



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

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

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.

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 page, navigate to the **Assistance** column and locate the **LSC-Online** tile.
2. Click **[VTAC Technologist Appointment]**.

## Assistance

**OTS**

[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](#)

3. 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 confirmation.

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