

VTAC Support

Due to the ongoing response to the Covid-19 pandemic, all LSC facilities are currently closed until June 1. The majority of courses moving forward from that date through at least the Summer 2020 semester will be delivered in a fully online format. If you need assistance preparing your course for fully online delivery, please visit our [Campus Closure Preparedness Overview](https://vtac.lonestar.edu/help/campus-closure-preparedness-overview) page. You can also contact VTAC Chat or schedule an appointment to talk to an LSC-Online representative by visiting the [VTAC Support](https://vtac.lonestar.edu/help/vtac-support) page.

Self-Service <https://vtac.lonestar.edu/help/vtac-self-service>

Course Design

[Merge Course Rosters](#)

[Create a Sandbox](#)

[Archived Course Restore](#)

[More...](https://vtac.lonestar.edu/help/vtac-self-service)

User Access

[Add a User to Your Section](#)

[Reconcile Your Rosters](#)

[Extend Student Access](#)

[More...](https://vtac.lonestar.edu/help/vtac-self-service#useraccess)

Instructional Software

[Respondus 4.0](https://vtac.lonestar.edu/help/a187)

[SoftChalk](https://vtac.lonestar.edu/help/a199)

[TechSmith Relay](https://vtac.lonestar.edu/help/b0616)

[More...](https://vtac.lonestar.edu/help/vtac-self-service#software)

Learning <https://vtac.lonestar.edu/help/vtac-learning>

Certification

[Online Teaching Certification](https://vtac.lonestar.edu/help/a106)

[Am I Certified?](#)

[Enroll Me: OTC](#)

[More...](https://vtac.lonestar.edu/help/vtac-learning)

Training

[Quality Matters Session Enrollment](#)

[MyWorkshops Training](https://myworkshops.lonestar.edu/psp/elmprd/EMPLOYEE/ELM/h/?tab=LM_LEARNING_DASHBOARD) (https://myworkshops.lonestar.edu/psp/elmprd/EMPLOYEE/ELM/h/?tab=LM_LEARNING_DASHBOARD)

[Event Calendar](https://vtac.lonestar.edu/help/events) (<https://vtac.lonestar.edu/help/events>)

[More...](https://vtac.lonestar.edu/help/vtac-learning#training) (<https://vtac.lonestar.edu/help/vtac-learning#training>)

Make Appointment

[With Campus Rep](https://vtac.lonestar.edu/help/a109) (<https://vtac.lonestar.edu/help/a109>)

(In-Person, WebEx, Phone)

[With VTAC Support](#)

(WebEx or Phone)

Assistance

 (<https://vtac.lonestar.edu/help/vtac-assistance>)

Technical Support (OTS)

[OTS Chat](#)

866-614-5014

[OTS Website](http://www.lonestar.edu/ots.htm) (<http://www.lonestar.edu/ots.htm>)

[More...](https://vtac.lonestar.edu/help/vtac-assistance) (<https://vtac.lonestar.edu/help/vtac-assistance>)

Instructional Support (VTAC)

[Campus Rep Appointment](https://vtac.lonestar.edu/help/a109) (<https://vtac.lonestar.edu/help/a109>)

[VTAC Appointment](#)

[VTAC Chat \(under 15 min.\)](#)

[More...](https://vtac.lonestar.edu/help/vtac-assistance#vtac) (<https://vtac.lonestar.edu/help/vtac-assistance#vtac>)

Student Support

[Virtual Learning Assistance Center \(VLAC\)](http://vlac.lonestar.edu) (<http://vlac.lonestar.edu>)

[OTS Service Desk \(24/7\)](http://www.lonestar.edu/ots.htm) (<http://www.lonestar.edu/ots.htm>)

[More...](https://vtac.lonestar.edu/help/vtac-assistance#student) (<https://vtac.lonestar.edu/help/vtac-assistance#student>)

Frequently Asked Questions

What is the difference between support from LSC-Online and the Office of Technology Services (OTS)?

What types of support does LSC-Online offer?

Can you help upload my syllabus to iStar, verify the official day roster, or finalize my official grades?

I have more questions. Where else can I go for help?

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