

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.