

Finding Technical Help

AgIT Operations

FAQ No. S1.1.35


Where can I find technical help for my computer?

Forms of Technical Help

There are many sources of reference available to users:

- Office Technical Coordinator (TC)
- AgIT website – <http://www.agriculture.purdue.edu/agit>
- AgIT Operations Support
- Other books and online resources

How to Contact Technical Help

1. **Technical Coordinator (TC):** Every office has a designated TC, so contact your TC before asking for other live support.
2. **AgIT Website:** The AgIT website offers much help in systems, networking, support, training, and development. These sections cover a wide range of topics including equipment, procurement information, installation help, PC tips, and database development.
3. **AgIT Operations Support:** Help from AgIT Operations is available by phone, web form, and online chat. The toll-free number is 1-888-226-2438 and the direct line is 765-494-8333, or use the online web form or chat available at <http://agithelp.agriculture.purdue.edu/>. A help ticket can also be sent by clicking on the  icon on your desktop. Fill out the form and click **Next** after each section is completed. A help desk employee will get back to you.
4. **Other Resources:** Numerous books and help sources are available online and at local bookstores. Use any search engine (Google, Lycos, Yahoo!, etc.) to learn more.

Contact Information

If you have any questions or concerns about this topic, please contact the AgIT Help Desk at (888) 226-2438 or (765) 494-8333, or visit our website at <http://agithelp.agriculture.purdue.edu/>.