About the A-B Tech HelpDesk

Summary

Information about the AB Tech HelpDesk

Overview

The IT HelpDesk assists students, faculty, and staff with IT/technology-related issues. If you need assistance with Student Services, financial aid, registration issues, or general information questions, contact the Information Center at info@abtech.edu or (828) 398-7900.

HelpDesk Hours

The Hours of Operation for the IT HelpDesk are Monday through Friday 8:00 a.m.–5:00 p.m. During College holidays, the HelpDesk is closed.

Student Technologies Supported

Refer to our Login Help article for instructions in accessing student accounts.

Faculty and Staff Technologies Supported

Faculty and Staff: Email, Self-Service, Moodle

Username – firstnamemiddleinitiallastname@abtech.edu

Password – Contact your supervisor or division Administrative Assistant for this information.

Students: Change Password and Enable Multifactor Authentication (MFA)

Self-Service, Moodle, and Student Email Password

To change or reset your password for Self-Service, Moodle, and your student email account, go to abtech.edu/password.

Multifactor Authentication will keep your account safer by sometimes requiring an additional step to log in. Please visit Account Security, at abtech.edu/password, and click "Learn about MFA" for instructions.

If you unable to enable Multifactor Authentication or change your password online, email helpdesk@abtech.edu with the following information:

1. Username
2. Student ID number
3. Date of Birth
4. Home Address
5. Call-Back Number
6. List a class taken from A-B Tech (if any)

Faculty and Staff: Change Password

You can change or reset your password for your employee email account, Self-Service, and Moodle at abtech.edu/password. If you are unable to change your password online, contact the IT HelpDesk at (828) 398-7550 or helpdesk@abtech.edu.

Moodle Help for Faculty

- Moodle/Instructional Support for Faculty
- **NCCCS Help Desk** available at: (After-Hours Moodle Help) (866) 827-6505, open 24 hours a day/seven days a week

Student Online Labs

- MyMathLab
- MyLanguageLab

Student Printing Issues

Go to abtech.edu/printing for printing instructions and fee information.

Add Funds to Printing Balance

You can add more money to your printing balance at papercut.abtech.edu.

Key Words: help desk, IT support, technology support, tech support

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