
A-B Tech IT HelpDesk Info

General Assistance

If you need assistance with Student Services, Financial Aid, Registration issues or have general information questions please email: info@abtech.edu or call 828-398-7900.

<http://info.abtech.edu/>

Hours

Our IT Help Desk is staffed Monday through Friday from 8am to 5pm.

We strive to answer messages in one business day or less. During specific times of the year, such as the start of Spring or Fall semester, our reply time may be as long as three business days for non-critical issues.

Watch your Email

Please watch your e-mail for a reply from helpdesk@abtech.edu. Email is the quickest way to receive a response. We may need to ask you further questions about your request for assistance. A delay in getting your answers will result in a delay in resolving your request.

FAQs

Below you'll find answers to the most frequently asked questions we receive - the answer to your question may be included!

If your question isn't included below, don't worry - we'll be in touch soon.

Note: my.abtech.edu is not available for students yet, you will be informed when you can use it

New Printing Information Page

<https://www.abtech.edu/technology-support/student-printing-tutorial-and-instructions>

PaperCut Information (Add Funds/WebPrint) <http://papercut.abtech.edu/>

You can now log in as yourself using your Moodle Login Credentials in the Open Computer Labs

Placement Testing Questions?

Check this link for more information: <http://www.abtech.edu/placement>

Moodle - Can't Login?

If you are a student, make sure you are using your **WebAdvisor Username** and that you are inputting your **Date of Birth** in **MMDDYY format** for your password. If you are an employee, the information will match your Employee Email. If this does not work, please email us with the following.

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| 1. User name | 5. Home Address |
| 2. Student/Employee ID | 6. Call-Back Number |
| 3. Last four digits of your Social Security Number | 7. List a class taken from A-B Tech (if any) |
| 4. Date of Birth | |

Have a different question about Moodle?

If you're a **student**, view this link for the answers to most common student questions:

<http://moodle.abtech.edu/course/view.php?id=6700>

If you're an **employee**, view this link for answers to most common employee questions:

<http://facultysupport.abtech.edu/>

After Hours Moodle Help NCCCS Helpdesk Available at: (1-866-827-6505 - 24 hours a day / 7 days a week)

Can't log in to WebAdvisor?

If this is your first time logging in, see this link for more information:

<http://www.abtech.edu/content/webadvisor/user-id>. If this is not your first time logging in, follow the same steps outlined above for logging in to Moodle.

Can't log in to other A-B Tech applications, or have another password-related question?

Your answer may be here: <https://info.abtech.edu/article.php?id=51>

New Student Orientation?

Check this link for more information: <http://www.abtech.edu/content/New-Student-Orientation/Register-for-Online-Orientation>

Student Email Log in Issue or Question?

Check this link for more information:

<https://www.google.com/a/students.abtech.edu/DomainContact>

MyMathLab Question?

This link has the support information for that application:

http://www.mymathlab.com/contactus_stu.html

MyLanguageLab Question?

This link has the support information for that application:

<http://myfrenchlab.com/support/index.html>

Locke Library Question?

Click this link for more information <https://www.abtech.edu/library>

Can't log into Employee Email? Call HelpDesk 828-398-7550 or Email HelpDesk

HelpDesk@abtech.edu