Smart Classroom
Getting Help

Introduction
Prior to or during a class, the technology in the classroom may fail. It is important to know what to do to get the appropriate help. This self-help document will walk you through the process of getting help when you need it.

Support Hours
If you need help with the classroom equipment, the Classroom Support team are available to help for most classrooms. If your room is not supported, follow the department or college procedures to obtain help. The following support hours are available when class is in session:

Monday - Thursday  7:30 am - 8:00 pm
Friday 7:30 am - 5:00 pm

You can reach the Classroom Support Team by contacting the following number:
410-704-TECH (4-8324)

⚠️ The support help desk can walk through many common issues, however please note that in the event of equipment malfunction, immediate support may not be possible. Always plan to have a backup teaching method in the event of equipment malfunction.

Equipment Malfunction
Because support levels differ from building to building, each classroom has specific ways to report problems. Some buildings have technical representation in the building that may offer faster support.

To report an equipment malfunction, follow instructions posted on the SMART Podium, posted on or near the telephone or in the event of the College of Liberal Arts building, a Report a Problem desktop link after logging into the computer.

Additional Help and Support
Prior to entering the classroom, take a moment to review the Self Help Documents available to you. Self Help documentation is available by visiting www.towson.edu/otstraining

Additionally, each classroom has a virtual tour available. If you are new to a classroom, please visit the Classroom Virtual Tour webpage at www.towson.edu/classroomtechnology/virtual_tour.

For additional training on classroom equipment or any other supported topic, please visit www.towson.edu/otstraining.