POLICIES & PROCEDURES

Victoria College AV procedures & contacts

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The buildings with intercom rooms at Victoria College are:

- Isabel Bader Theatre (BT)
- Emmanuel College (EM)
- Northrop Frye Hall (NF)
- Victoria College Building (VC)

How to handle intercom calls from Victoria College

We assist intercom calls from Victoria College as best we can.

If there's any way we can **resolve the calls remotely**, that's ideal.

If we're unable to resolve a call remotely and have to send someone to the room *during* **Victoria College's support hours (usually 8am-ish to 4pm-ish, Mon-Fri)**, then let the user know you're passing the message on to Victoria College's support team (contact info below).

If we're unable to resolve a call remotely and have to send someone to the room *outside* of **Victoria College's support hours**, then tell the user: "It's outside of Victoria College's support hours, but I'll investigate whether a technician is available from the Spadina side of campus."

- Basically, we try to avoid sending Tech2U staff over to the St. Mike's/Victoria College side of campus. But if it's unavoidable, then to get the user up & running, if someone from Tech2U is available we will send them.
- Reach out in the **Co-pilot groupchat on Teams**, to see if someone is available to visit the other side of campus. This call should be a lower priority than calls from *our* side of campus.
- **On weekends**, even when we're working solo, Albert has asked us to travel over to St. Mike's/Victoria College to try to resolve calls that can't be resolved remotely. But this should always be a lower priority than tasks on *our* side of campus. So we may be signficantly delayed in getting over there.

How to log the calls

Any time we have to send Tech2U staff over to the St. Mike's/Victoria College side of campus, please fill out the *Description* and *Outcome* fields carefully in the TM Log, then send the log details to the booking person (currently: Aws Dek Albab) via Teams or email.

The information you include in the TM Log will be used to bill the client (Victoria College) for the assistance we provide.

Who to contact

Contact **James McAdams on Teams** if a call requires staff-to-room. If he doesn't respond on Teams, you can **call him at (416) 585-4421**. His standard working hours are 8am to 4pm, Mon-Fri.

If James is out of office (e.g. on vacation or off sick), then send an email to: vicu.helpdesk@utoronto.ca . During their standard working hours (9am-ish to 5pm-ish, Mon-Fri), someone else from the Vic College helpdesk monitors that email address.

If a Victoria College user complains about the level of service they are receiving:

Tell them that while we try to help, Victoria College has their own separate AV office for in-person assistance. If the user asks, you can give them the contact info listed on this page.

Keywords: *#contact #Vic #VC #alternative #contact #vacation #away #off #AV #audiovisual #support #tech #technician #IT #help #desk*

Victoria College AV contact changelog

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