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: <a href="mailto:vicu.helpdesk@utoronto.ca">vicu.helpdesk@utoronto.ca</a>. During their standard working hours (9am-ish to 5pm-ish, Mon-Fri), someone else from the Vic College helpdesk monitors that email address.

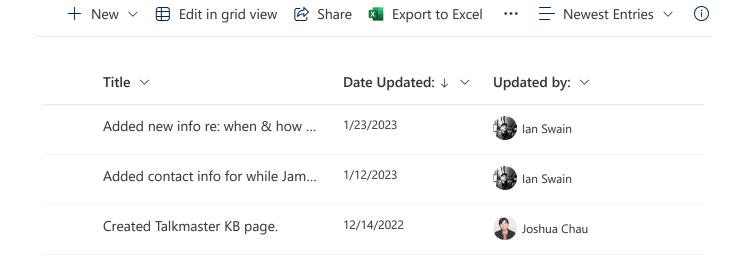
If a Victoria College user complains about the level of service they are receiving:

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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