

# St. Michael's College AV procedures & contacts

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## The buildings with intercoms at St. Mike's College are:

- Muzzo Family Alumni Hall (AH)
- Brennan Hall (BR)
- Carr Hall (CR)
- Teefy Hall (TF)

## How to handle intercom calls from St. Michael's College

We assist intercom calls from St. Mike's 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* St. Michael's College AV support hours (9am-ish to 5pm-ish, Mon-Fri), then let the user know you're passing the message on to St. Mike's AV support (contact info below).

If we're unable to resolve a call remotely and have to send someone to the room *outside* of St. Mike's support hours, then tell the user: "It's outside of St. Michaels 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 significantly 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 (St. Michael's College) for the assistance we provide.

## Who to contact

Email St. Michael's IT at [usmcitav@utoronto.ca](mailto:usmcitav@utoronto.ca) . Their service hours are 9am to 5pm, and the email account is constantly monitored during that time period.

If you need to contact the manager of St. Michael's IT some reason, she is Karthika Paramanathan on Teams, or call her at (647) 464-8684.

## If a St. Mike's user complains about the level of service they are receiving:

Tell them that while we try to help, St. Michael's 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:** #Michael #STM #SMC #St. #Saint #Michael's #vacation #contact #off #alternative #away #AV #audiovisual #support #technician #tech #Hrvatska #boss #IT #replacement #fill-in #cover

St. Mike's AV contact changelog

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