

# SUPPORT CONTACT INFORMATION

## LAO Online Support's Mission

To provide superior customer service, guidance, and resolutions for students experiencing technical difficulty while using our learning management system (LMS) and associated products.

## LAO Online Support for Technical, eBook, or TechKit Issues

**Email:** [onlinesupport@lafilm.edu](mailto:onlinesupport@lafilm.edu)

**Toll-Free Telephone Number:** 844.FIX.FILM (844.349.3456)

### Hours

Available seven days a week, 6:00 am to 12:00 midnight PT

**LAO Online Support is unable to assist with the following topics, and students should contact their instructors for assistance:**

- Degree-specific TechKit software and hardware help (Adobe Creative Cloud, Logic Pro, Final Cut Pro, cameras, gear, equipment, etc.)
- Third-party software, applications, and websites used at the course level that are included by the instructor and not in TechKit
- Assignment clarification
- Resubmitting assignments
- Extensions on assignments

**NOTE:** To uphold The Los Angeles Film School's Academic Dishonesty policy and students' responsibility to complete their own work, LAO Online Support is unable to help students complete their activities. LAO Online Support can assist with the technical functionality of an application or software being used to complete activities.

## LAO Online Support offers help in the following areas:

- LAO platform functionality
- Log in and access to the LAO platform
- Accessing My Courses using the Portal
- Basic support for TechKit items that are provided across all degree programs (iLife, iWork, Microsoft Office)
- Basic software installation for TechKit-specific components
- OS X basics
- Windows basics
- Student email basics
- E-book and PDF readers
- Logistics and materials
- Web browser basics
- File sharing solutions
- Chat interfaces
- Google Drive apps
- Technical functionality related to completing assignments while using the solutions listed above (e.g., how to export a Garage Band file)

## For assistance with your course schedule or support in any area affecting your academic success:

**Email:** [onlineadvising@lafilm.edu](mailto:onlineadvising@lafilm.edu)

**Main Phone Number:** 844.716.1494

### Your Last Name

Begins With:	Advisor:	Email:	Phone:
A–F	Robert Lopez	<a href="mailto:rlopez@lafilm.edu">rlopez@lafilm.edu</a>	323.769.8789
G–L	Nicholas Rintrona	<a href="mailto:nrintrona@lafilm.edu">nrintrona@lafilm.edu</a>	323.769.8788
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T–Z	Natasha Henry	<a href="mailto:nhenry@lafilm.edu">nhenry@lafilm.edu</a>	323.769.2989

Any online advisor can assist you if your primary advisor is unavailable when you call.