



# Information Security Lab Help Document

Greetings,

If you need help completing a Virtual Security Cloud Lab the first place you should look for help is the HowTo.html file located on the desktop of the virtual workstation. This file should contain most of the answers you need to complete the labs.

Please visit the help desk after looking through this file if you still have questions. Phone number, website, and hours of operation are below. After hours inquiries should leave a message and someone from the help desk will get back to you as soon as possible.

Help Desk Phone: **1-866-601-4525**  
 Help Desk URL: **[www.jblcourses.com/techsupport](http://www.jblcourses.com/techsupport)**  
 Help Desk Hours: M-TH 8AM - 10PM  
                           F 8AM - 8PM  
                           S 8AM - 5PM  
                           SU 10AM - 11PM  
 (All hours are EST)

Best,  
 —Jones & Bartlett Learning

