

COVID-19

communication

February 15, 2021

Memo to Students

Re: Keyin IT Support

With the closure of the campuses due to COVID Alert Level 5, we understand that some students may be new to online learning. Please rest assured that our instructors, staff, and IT Department are all here to help you adjust and get comfortable using your technology, so you can concentrate on what is most important: your studies.

To ensure that all our students and staff have access to any technical support they may need, Keyin College has a dedicated Help Desk. If you have any questions about technical support (ex, password resets, troubleshooting, application setups etc.), please email service.desk@keyin.com, and our technical support team will contact you as soon as possible.

Keyin also has a Technical Support hotline for students and staff to contact our IT Department directly.

The toll-free number is 1-888-384-7093. Select Option 1 for St. John's IT Support. This line is active Monday to Friday, 9AM to 5PM, but is monitored 24/7.

For those students unfamiliar with Office 365 and Microsoft Teams, or anyone who might need a refresher, the link below is an introduction to our core set of operating and teaching platforms.
<https://keyin.com/video-introduction-to-microsoft-teams-for-students/>

Our IT Department is fully committed to supporting our students and staff with any technical issues they may have. We are here for you. If you have any questions, please feel free to contact us.

