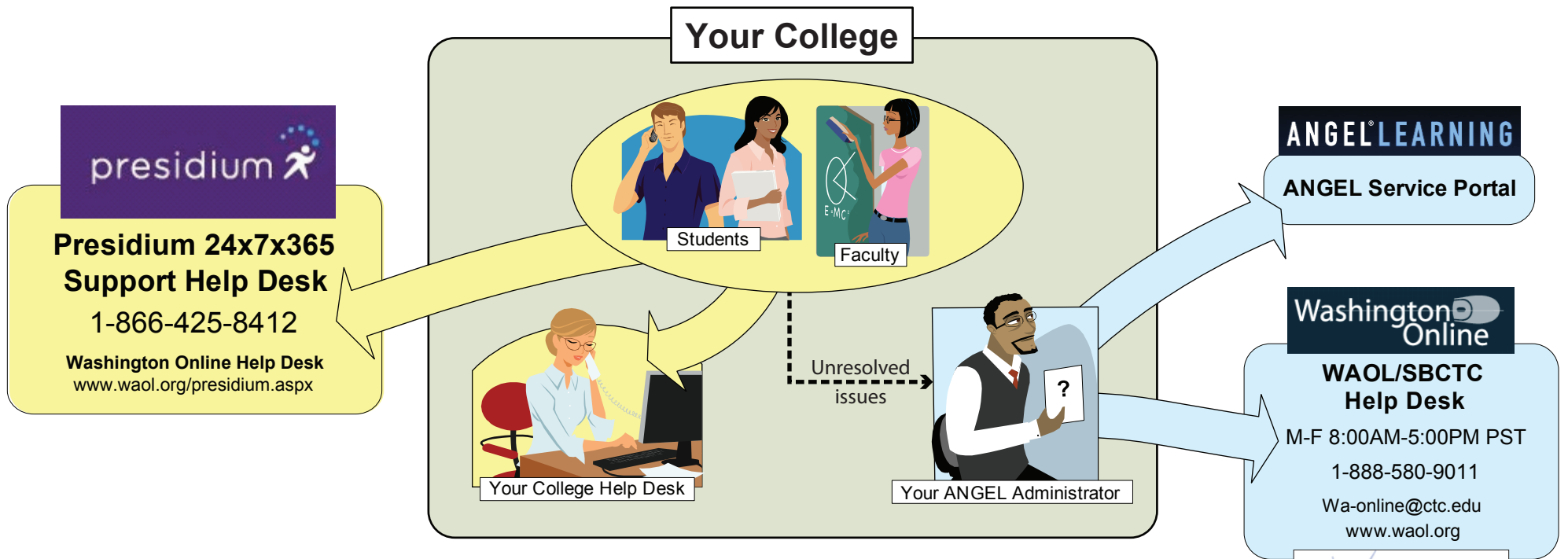


# Where to Go for ANGEL Support



## Students and Faculty

College students and faculty have two sources of support:

- Their College Help Desk
- Presidium

College Help Desk and Presidium:

- Get information from user
- Attempt to replicate the problem if necessary
- Search Knowledge Base, listservs, and documentation
- Provide solutions

## ANGEL Administrators

If the College Help Desk or Presidium cannot help, the College ANGEL Administrator:

- Submits a trouble ticket to ANGEL
  - Error messages
  - System down
  - Feature requests
- Contacts WAOL/SBCTC staff
  - SMS or WAOL ID integration
  - Domain management
  - Policies