

Protocol for Assistance League of Salt Lake City Technology Support

- The Technology Committee is responsible for the maintenance and servicing of Assistance League computers, printers, copiers and other digital equipment.
- Assistance League will provide support for Office 365 subscriptions downloaded on chapter and personal computers.
- Assistance League is not responsible for maintaining or providing technical support for any other problems on members' personal computers or other devices, even though they may be used, on occasion, for Assistance League business.
- Members should contact the Technology Chairman before purchasing ink, software or any other product for Assistance League use on a personal device.
- Third-party technical support for Assistance League computers and other digital equipment is to be provided **only** by our approved tech support vendor and Assistance League will only pay for charges that follow this protocol.

Troubleshooting Steps:

Chapter computers and other equipment:

1. If a device does not respond, turn off, wait 20 seconds and turn on again. If this does not work.
2. Contact the member technology advisor or technology chairman.
3. If the technology advisor cannot solve the problem, he/she will contact the technology chairman.
4. Either the technology chairman or technology advisor will contact our approved third-party tech support vendor.

Personal computer:

1. If a problem arises while working on Assistance League business and/or using the chapter's Office 365 account, contact technology advisor.
2. If the technology advisor cannot solve the problem, he/she will contact Microsoft for free Office 365 support.
3. Assistance League is not responsible for any other problem or cost associated with a personal device.