Students are recommended to contact OCCS for all problems they experience with a Connect Meeting. This allows OCCS to document common issues and expedite resolutions for system wide issues.

When students report a problem, OCCS’s approach to troubleshooting will include first having the student run the required Pre-meeting tests based on their roles in the meetings. These tests can be found in the Meeting Guide and should be performed before every meeting.

If there is a problem during a meeting it is preferred that the student calls OCCS at 757-683-3192 (Local) or 877-348-6503 (Toll-free) for immediate assistance. This eliminates the need to have the student open another application to email us and it also allows us to quickly troubleshoot the issue at hand so the student will be able to return to participating in class in as soon as possible.

Available Support
The type of support available will depend on the day and time.

**Monday – Friday 8:00am – 7:00pm**
A full time technician will be available to support and troubleshoot any issue that may arise. This person will also be able to escalate to the On-call administrator for the software if there is a system-wide issue.

**Saturday 8:00am – 4:00pm**
Student technicians are available to troubleshoot most issues that may arise. They will be provided with documentation and training to assist both students and faculty but may not be able to troubleshoot all issues. This person will also be able to escalate to the On-call administrator for the software if there is a system-wide issue.

**Any other times**
Our after-hours service technicians will be available to troubleshoot common issues that may arise. They will be provided with documentation and training to assist both students and faculty but may not be able to troubleshoot all issues. This person will also be able to escalate to the On-call administrator for the software if there is a system-wide issue.

An OCCS representative will enter the class if necessary as a guest and use the name OCCS to identify themselves. If permission is needed to enter the class, the professor will need to grant us access to troubleshoot the issue. If an elevated role is needed, the professor will also need to promote us to the required role. This includes being promoted to a Host in the meeting if the issue requires Host capabilities.

**Faculty Responsibility**
Faculty will need to email OCCS the links to their meetings as well as the course information including meeting times so we can easily access and troubleshoot an issue. This is only necessary if the meeting is for the entire class or is a large group meeting. Office Hours or other one-on-one meetings do not have to be included.

OCCS will also need to know if faculty plan to meet on weekends and/or when the University is closed in order to properly coordinate support.