

Mini-HQ Locations

Team	Buildings	Location
Alpha	Harper	Harper
	NHW	2nd Floor:
	EAJ	East Lounge
	Cochrane	
Bravo	Payne	Payne
	P-Y	2nd Floor:
	NRE	Crossover
Charlie	Lee	Lee
		2nd Floor: Lounge West
Delta	Pritchard	Pritchard
		3rd Floor: Lounge
Echo	Slusher	Slusher
		2nd Floor: Crossover
Foxtrot	Barringer	Barringer
	Vawter	1st Floor:
	Miles	Lounge
Golf	Campbell	Main Egg
	Eggleston	1st Floor:
		Lounge
Hotel	Newman	Newman
	O'Shag	1st Floor:
	Johnson	Check-in Station

Residence Hall Schedule

Wednesday 17th	1:00pm - 9:30pm
Thursday 18th	1:00pm - 9:30pm
Friday 19th	10:00am - 9:30pm
Saturday 20th	10:00am - 9:30pm

VTCC Schedule (Corps ONLY)

Sunday 21st	6:00pm - 9:30pm
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Phase II Schedule (TORG 1100 ONLY)

Monday 22nd	6:00pm - 9:30pm
Tuesday 23rd	6:00pm - 9:30pm
Wednesday 24th	6:00pm - 9:30pm
Thursday 25th	6:00pm - 9:30pm

Each fall, 4Help hires a temporary staff of approximately 50 students who are technically experienced with computer software configurations, the Virginia Tech Ethernet network, and the Internet to work as a part of the Get Connected staff. Get Connected (GC) teams work in the residence halls throughout the move-in period to assist students in getting the university's Internet software, VTnet, installed on their systems and to get their computers connected to the Virginia Tech network.

During move-in getting help can be done two ways:

- 1. Students may call 4Help at by dialing (540) 231-4357 on any phone or simply dialing 4-HELP (4357) on their dorm room phone**
- 2. Students may go to the GC mini-HQ for their residence hall and talk to one of our GC members.**

This information is also located on a hangtag that is placed on the door of each room in the residence hall.

Get Connected Team members will be available to provide in-person computer assistance

Wednesday, August 17 through Saturday, August 20, 2011 on the following schedule:

Wednesday, 8/17	1:00pm - 9:30pm
Thursday, 8/18	1:00pm - 9:30pm
Friday, 8/19	10:00am - 9:30pm
Saturday, 8/20	10:00am - 9:30pm

- **Each team will set up a mini-HQ in one of their assigned residence halls and ask that the respective check-in tables display laminated signs indicating the Get Connected team's location so those needing computer assistance can easily find them.**
- **You can help us make this transition easier for the students by reminding them to attempt to run the VTnet CD themselves before connecting to the network.**

GET CONNECTED PHASE II

During the first week of classes in the evenings, students who still require in-person assistance **AFTER** calling 4Help at 231-4357 can bring their computers to 1100 Torgersen Hall for additional troubleshooting assistance. Get Connected staff will be available at this location:

Monday, August 22 - Thursday, August 25 from 6:00pm. until 9:30pm

Support will be provided on a first come, first serve basis.

NOTE: We are requesting that students first try resolving the issue over the phone with 4Help **BEFORE** coming to Torgersen. We will be providing 3-4 fliers per building and would greatly appreciate you (RAs) hanging them near the main entrances and near hall staff offices in all residence halls on Saturday, August 20 to promote this service. It would help us if you would inform your residents of this flier that explains when they can get computer help during the first week of classes if needed.

Lastly, if there is anything that we can do to help you or make this experience a little easier, please let us know. You may call 4Help with any questions you may have, or you may contact us online at: www.4help.vt.edu. We are looking forward to working with you again this year!

Thanks for your continued assistance with our program.

Anne Sheppard – UCS Special Computing Programs Manager ashepard@vt.edu