**TSP Technology Solutions Partners**

**Region 1 TSP Team:**
Myles Bogar, Brandon Jank

- **Web:** Submit a TSP Service Ticket: www.uidaho.edu/tsp/ticket
- **Location:** Facilities 136
- **Phone:** 208-885-1101
- **Email:** its-region1@uidaho.edu

**Service Coverage:**
- Environmental Health and Safety (EHS)
- Public Safety & Security
- Shoup Hall
- Facilities Services
- South Campus Chiller Plant
- Steam Plant

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**Region 2 TSP Team:**
Wes Russell, Sean Sullivan

- **Web:** Submit a TSP Service Ticket: www.uidaho.edu/tsp
- **Location:** Education Building, Rm. 412
- **Phone:** 208-885-1102
- **Email:** its-region2@uidaho.edu

**Service Coverage:**
- Education Building
- Golf Course Clubhouse
- Kibbie Dome
- Memorial Gym
- Physical Education Bldg.
- Swim Center
The Technology Solutions Partners' #1 goal is to provide UI employees consistent, reliable, high-level technical support every day. TSPs are skilled professionals ready to serve and help when needed.

**How do I get help from my TSP team?**

**There are four ways.** You can expect a contact from your TSP within four business hours.

1. **WEB:** Submit a Service Ticket: Fill out an online service ticket at [www.uidaho.edu/tsp](http://www.uidaho.edu/tsp). Once received, your TSP will contact you, assess your technical need and take next steps.
2. **IN PERSON:** Go to your TSP's office in Facilities, Room 136.
3. **CALL** your TSP: 208-885-1102
4. **EMAIL** your TSP: ITS-Region1@uidaho.edu

### TSP Standard Technical Services

All TSPs offer and deliver the below set of services. If you have a need not on this list, please don't hesitate to contact your TSP for guidance.

- Account Creation and Management
- Classroom Standard Technology Access and Response
- Computer and Telephone Moves, Adds or Changes
- Email Support
- Information and Computer Security
- Network-Stored File Management and Recovery
- Network Connectivity
- Office 365 Guidance, Information and Support
- Printer Troubleshooting and Banner Print Queue
- Software Installation
- Standard Device Installation and Troubleshooting
- Surplus Coordination for Information Technology-Related Items
- Video Conferencing and Zoom Training and Scheduling Assistance

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**ITS Technology Solutions Partners (TSPs) – Ready to Help**

www.uidaho.edu/tsp