

## SmarterMeasure Student Support Information

METHOD	TYPICAL RESPONSE TIME	AVAILABILITY
<b>Help Desk Ticket System</b> <a href="mailto:support.SmarterServices.com">support.SmarterServices.com</a>	2 hours 7:00 AM to 10:00 PM Central Time Requests made during night time are responded to during the first half of business the following day	24 hours a day 7 days a week
<b>Email to</b> <a href="mailto:support@SmarterServices.com">support@SmarterServices.com</a>	2 hours 7:00 AM to 10:00 PM Central Time Requests made during night time are responded to during the first half of business the following day	24 hours a day 7 days a week
<b>Toll Free Phone</b> 877.499.7627 x 101	This number will direct the user to our online support center. <a href="mailto:support.SmarterServices.com">support.SmarterServices.com</a>	24 hours a day 7 days a week
<b>Fax</b> 646.365.5390	8:00 AM to 5:00 PM Central	24 hours a day 7 days a week

## Tri-County Technical College Service Desk Information

METHOD	AVAILABILITY
<b>Email to</b> <a href="mailto:servicedesk@tctc.edu">servicedesk@tctc.edu</a>	7:30 AM to 6:00 PM Monday-Thursday 7:30 AM to 2:00 PM Friday Holiday hours may vary
<b>Phone</b> 864.646.1779	Requests made during night time are responded to during the first half of the next business day.