

TECHNICAL SUPPORT

Technical support is available for students and employees experiencing difficulty with GTC accounts, such as GTC4me, Blackboard, and GTC Gmail, the college-provided student email system. Live support and customer care representatives are available by phone at (864) 250-8000 between 8 a.m. and 7 p.m. Monday – Thursday and 8 a.m. and 3 p.m. Friday. After hours and on weekends and holidays, students can request assistance online at <https://www.gvltec.edu/tech-support/>.

The quickest way for an employee to receive assistance is to enter an OIT Help ticket using the shortcut on their desktop. If employees are unable to access their computer, they can have a colleague enter an OIT Help ticket on their behalf, call the customer care team during the hours listed above, or enter a request for assistance online at <https://www.gvltec.edu/tech-support/>.