

FACILITIES AND TECH SUPPORT

FACILITIES



**Wallis Annenberg Hall (ANN),
Annenberg School of Communication
(ASC) Building and Kerckhoff Hall
(KER) will remain closed during Phase 2.**

ANN, ASC and KER are accessible for authorized faculty and staff with TrojanCheck "Day Passes," and physical keys or key cards. All occupants must wear a face covering and exercise physical distancing and hygiene practices at all times.

All access requests must be made with Facilities Manager Ray Barkley at asctech@usc.edu or (213) 740-5297.

On-site ANN TechOps Staff

For facilities, information technology and equipment support

Monday-Thursday: 8 a.m. – 10 p.m.*

Friday: 8 a.m. – 4 p.m.

The Media Center support staff team available as-needed to accommodate essential curriculum requests.

On-Campus Emergencies

In the event of an on-campus emergency, immediately contact DPS at **(213) 740-4321**.

we-are.usc.edu
annenberg.usc.edu/coronavirus

TECH SUPPORT



Live Tech Support

The TechOps team is providing a live Zoom virtual help desk to video chat.

Faculty and Staff Helpdesk

usc.zoom.us/my/ascjtechops

Monday – Thursday: 8 a.m. – 10 p.m.

Friday: 8 a.m. – 6 p.m.

Student Helpdesk

usc.zoom.us/my/annenbergdl

Monday – Thursday: 9 a.m. – 8 p.m.

Friday: 9 a.m. – 5 p.m.

Media Center*

usc.zoom.us/my/mcvideohelp

usc.zoom.us/my/mcaudiohelp

Monday – Thursday: 9 a.m. – 7 p.m.

Friday: 9 a.m. – 5 p.m.

Members of the TechOps team are also available to provide tech support at **(213) 740-5297** or asctech@usc.edu.

Guidance for instructors on best practices for online teaching and learning available at

annenberg.usc.edu/online

*All days/times for on-site support are subject to change at any time.