

**From:** COMIS Administrator <[comis.administrator@med.uvm.edu](mailto:comis.administrator@med.uvm.edu)>  
**Sent:** Wednesday, March 18, 2020 8:42 PM  
**Subject:** LCOM Technical Support update

In order to keep our support staff safe during the COVID-19 situation, the COMTS service center and help desk will be **closed for walk in support** until further notice.

If you are in need of technical support please use the following methods to contact us:

[Submit a trouble ticket via Footprints...](#)

Call the Service Center: 802-656-7300

*Support is available Monday – Friday, 7:30 – 5:00*

Voicemail will be checked throughout the day, however **the most efficient contact method is to submit a trouble ticket**. Please remember to leave contact information in the ticket description or voicemail.

If your issue is **hardware related**, or requires an in person support, we will schedule a time to assist you.

Thank you for your understanding,  
Gordon



**University of Vermont**  
**College of Medicine**  
Technology Services

**Gordon White**

Pronouns: *he/him* ([why?](#))

*Director of Enterprise Services and Support*

*V: 802.656.7300*