The support for students and faculty using Desire2Learn (D2L) and Blackboard (Bb) is provided by four different groups. There is a defined **escalation process** for problems that are not resolved, based on the division of responsibilities of the four groups. The explanation below should help you to understand which group is providing you with help at any time and which group should get involved if your problem is not resolved.

1. **Presidium 24x7 Contact Center**
   - Your first call or email typically goes to Presidium, an outside, 3rd party company which contracts with many Colleges to provide assistance for Bb, D2L, and other LMS products. Los Rios contracts with Presidium to provide 24 hours-a-day, 7 days-a-week support for D2L and Bb. The advantage of Presidium is that they staff the phones and can provide you with assistance at all hours. The disadvantage is that they do not have access to or knowledge of the other Los Rios systems that interact with D2L and Bb (PeopleSoft, iMail, Online Grading System, Exchange, Active Directory, etc.). Presidium resolves many problems, but are not responsible for issues that are outside of D2L or Bb. Calls not resolved by Presidium are escalated to the Los Rios District IT Help Desk.

2. **Los Rios IT Help Desk**
   - The Los Rios Information Technology Department staffs a Help Desk from 7:00 am to 5:30 pm most days (exceptions may occur). District employees respond to problems escalated from Presidium and calls in areas other than D2L or Bb. The IT Help Desk can often resolve problems beyond the Presidium service, such as questions or problems with the College registration process, accessing your PeopleSoft information, activating student iMail account, sending or receiving iMail or Exchange email, and other software areas. Unresolved problems are escalated to either the College LMS/DE Coordinator or the appropriate technical support staff within the IT Department (depending on the problem).

3. **College LMS/DE Coordinators**
   - Each of the four Los Rios colleges has one or more LMS/DE Coordinators. In addition to conducting Faculty Training in D2L and Bb, your college coordinator provides resources and documentation to support faculty and students. Online documentation, videos, tutorials, and individual assistance can be obtained from the coordinators. A regular meeting of the LMS/DE Coordinators is conducted to discuss and make district-wide decisions regarding the D2L and Bb systems. The LMS/DE Coordinators also serve as the Level 3 support for faculty and student issues. Problems escalated from the District IT Help Desk are addressed by one of the coordinators. This often requires knowledge of the specific D2L or Bb functions and online teaching methods used by instructors. Some problems are escalated to the District Office IT Department, if they are deeper in the D2L or Bb software or related to the servers, databases, networks or other aspects of the Los Rios technical environment.

4. **District Office Information Technology Department**
   - The District Office IT Department (ITD) supports D2L and Bb, in addition to all of the district-wide software applications (PeopleSoft, iMail, Exchange, Online Grading System, Socrates, Library, Bookstore, etc.) and the district-wide network, Internet connection, and telephone systems. Faculty or student LMS problems that go beyond the software capabilities are escalated to the IT Department technical staff. ITD provides problem isolation and resolution for all problems not resolved by the entities described above.