

# Where and How to Get Technical Support at Tiffin University



## Moodle Problems

### Can't Log In

Your log in is the same as your TU Email username and password (do not include the @tiffin.edu when you log in).

*If Moodle is giving an LDAP error, Moodle is fine...the single sign-on system is down. Watch for an email showing you alternatives to access Moodle.*

### Other Issues with Moodle

 **moodlesupport@tiffin.edu**

Emails checked 8am-5pm M-F.  
We try to respond to emergency issues during the evening and weekends.

 **Tech Support - 855-664-1200**

**Tech support is limited in supporting Moodle** and it may take time for your ticket to route to Moodle Support. *Emailing moodlesupport@tiffin.edu may be faster.*

## DragonACCESS Issues

### Textbooks and Resource Access

 **dragonaccess@tiffin.edu**

 visit: **The Exchange (Mailroom)**

DragonACCESS handles all textbook issues. For issues with "courseware" like McGraw-Hill Connect, Pearson MyLab, or Cengage MindTap, contact DragonACCESS or the publisher's support center.

## Password Resets


 **Tech Support - 855-664-1200**


 visit: **Walk Up Window 2<sup>nd</sup> Fl Hertzler**

[Click for Times and Services](#)

## Library Issues

 **Library Support - 419-448-3435**

 **Text: 419-455-6008**

 **library@tiffin.edu**

[Click for Times and Information](#)

## All Other Technical Problems

### Hardware, Internet, Other Software

 **Submit a Support Ticket**

 **Tech Support - 855-664-1200**

 visit: **Walk Up Window 2<sup>nd</sup> Fl Hertzler**

[Click for Times and Services](#)

*Note: Our ITS team will attempt to help you with problems with your laptop and can often perform minor repairs for you at no charge.*

## How to Request Support

If you email a support request, our team can help you better if you do the following:

- Use your TU email address. This confirms your identity and is for your security.
- For Moodle Support or DragonACCESS, identify the class, book, or assignment where you're having issues.
- Indicate your Operating System (Windows, Mac, Chrome) and the Browser you're using (Chrome, Safari, Edge, Firefox).
- Take screenshots of the problem.
- Write a detailed, specific account of what is happening.
- Tell us what you attempted to solve the problem. For example, did you restart your computer? Try a different computer? Clear your browser cache?
- When the tech support team receives issues like "Moodle is broken" or "I can't log in," we can't help you without more information. This takes time. Provide us with as much information as possible in advance.

*The entire support team at Tiffin University is committed to helping you achieve success.*

