The Victoria College Computer Helpdesk can offer support in the following areas:

- Obtaining User ID/Password for campus computer account. https://helpdesk.victoriacollege.edu/bansam

- Blackboard Access: https://learn.victoriacollege.edu
  Handy Tip: Make sure you don't bookmark the Blackboard Login page.

- Access to Pirate Portal: https://myvc.victoriacollege.edu

Below is a handy guide to assist you in determining the appropriate resources if you run into trouble using your PC:

Item:	Contact:
Your personal computer	If you are having difficulty with a hardware item on your PC, please contact the appropriate technical support telephone number for the vendor or manufacturer.
Software	Software installed on your PC at the factory may be covered by their technical support staff. Third-party software (either off-the-shelf, downloaded or with your textbook) will require that you contact the software developer directly.
Blackboard	Issues regarding viewing presentations and access should be directed to the Victoria College Computer Helpdesk at 361-582-2509 or helpdesk@victoriacollege.edu Course content questions with Blackboard should be directed to your professor.
User ID/Password/Account Access	Issues regarding access into the Pirate Portal, student campus computers, or trouble receiving your BanSam account should be directed to the Victoria College Computer Helpdesk at 361-582-2509 or helpdesk@victoriacollege.edu
Web Registration	Issues regarding web registration should be directed to the Victoria College Computer Helpdesk at 361-582-2509 or helpdesk@victoriacollege.edu Some issues may need to be forwarded to a different department, but we will be glad to assist you in getting you connected to the proper department.

For the problems outlined above that require you to contact the Victoria College Computer Helpdesk, you will receive a response within 2 hours of your message during the below posted helpdesk hours.

Computer Helpdesk Office Hours:

Fall and Spring Semester
Monday – Thursday: 7:30 a.m. – 10:00 p.m.
Friday: 7:30 a.m. – 5:00 p.m.

Summer Hours:
Monday – Thursday: 7:00 a.m. – 9:00 p.m.
Friday: Closed

Computer Helpdesk On-Call Hours:

Fall and Spring Semester
Friday: 5:00 – 10:00 p.m.
Saturday – Sunday 8:00 a.m. – 10:00 p.m.

Summer Semester: Friday– Sunday 8:00 a.m. – 10:00 p.m.

http://www.victoriacollege.edu/computerhelpdesk
http://www.victoriacollege.edu/distanceeducationinstructionaltechnology