TEXAS LEGISLATIVE COUNCIL
COMPUTER SERVICES

For further information about computer services, refer to the Guide to Texas Legislative Council Services website (http://capweb/gtlc).

Computer Access

- For a new user ID, contact your office computer consultant, (512) 463-1160.

Hardware

- Assessment of PC, notebook, iPad, and printer needs—contact your office computer consultant, (512) 463-1160
- PC and printer moves—PCs and printers must be moved by trained council staff; call the IT Support Center, (512) 463-1158, or send an e-mail to ITSupportCenter@tlc.state.tx.us or to IT Support Center via Outlook
- New PC, notebook, iPad, and printer requests:
  - Senate—contact the secretary of the senate, (512) 463-0100
  - House—contact the Committee on House Administration, (512) 463-0784
- Problems with PCs, notebooks, iPads, and printers—call the IT Support Center, (512) 463-1158, or send an e-mail to ITSupportCenter@tlc.state.tx.us or to IT Support Center via Outlook

Software

- Assessment of software needs—contact your office computer consultant, (512) 463-1160
- New PC software requests:
  - Senate—contact the secretary of the senate, (512) 463-0100
  - House—contact the Committee on House Administration, (512) 463-0784
- Problems with software—call the IT Support Center, (512) 463-1158, or send an e-mail to ITSupportCenter@tlc.state.tx.us or to IT Support Center via Outlook

Training

- Assessment of training needs—contact your office computer consultant, (512) 463-1160
- Classroom training:
  - Review class schedules and register online at http://cscweb (follow the links under "Training Class" in the right sidebar)
  - Register by phone, (512) 475-1111
  - Register by e-mail—send a message to Classes@tlc.state.tx.us or to Classes via Outlook
- Instructional videos and Quick Tips at http://cscweb/ (see right sidebar) and on the council YouTube channel, https://www.youtube.com/user/TXLegeCouncil
- Reference guides and other training materials—contact your office computer consultant, (512) 463-1160; or access manuals at http://cscweb (click "Education Center" in the top toolbar and select "Documentation")

Consulting

- Assessment of needs for training, software, PCs, or printers
- Assistance in finding ways to apply computer tools to special office projects
- Assistance in finding better ways to perform routine tasks

See http://cscweb/consultants/consultants.html for a list of consultants and contact information or call (512) 463-1160.

IT Support Center and Online Support

- Telephone support—call (512) 463-1158
- E-mail request for assistance—send an e-mail to ITSupportCenter@tlc.state.tx.us or to IT Support Center via Outlook
- Online support:
  CSCweb: http://cscweb/ITSupportCtr/itSupportCtr_info.html
  "How Do I . . .?": Access the Computer Support Center website at http://cscweb/ and click the "How Do I?" link under Quick CSC Links in the right sidebar