

Help with Electronics

Problem	Description	Primary	Secondary
Computer and/or related devices	Initial setup	HEAT	IT
	Cannot boot	HEAT	IT
	Certain applications do not perform as expected	HEAT	IT
	Forgotten password(s)	HEAT	IT
	Peripheral devices (printer, external hard drive, etc.) do not operate properly	HEAT	IT
	No Internet access	GRU Help Desk	IT, HEAT
E-team mailing list	Would like to be added	E-Team email	
Password for infoh.us	Would like access to entire website	Use "Contact Us" option on infoh.us	Use "Contact Us" option on infoh.us
Password for Resident Apps/Touchtown	Access for Community Apps Program	Katherine Osman	Julie Ann Ariet
TV	Setup of basic Cox cable provided by Oak Hammock	Maintenance	
	Cox remote control no longer works properly	Maintenance	
	No picture on active channel	Cox Cable	
	I want to add premium services	Cox Cable	
Smart TV	Additions such as streaming	IT	Geek Squad or other
Telephone		IT	Geek Squad or other
Zoom	Assistance with Zoom	ZAT	IT / Julie Ann Ariet

Contact information		
Maintenance	352-548-1062	
IT (Information Technology)	352-548-1799, 352-548-1074 or 352-548-1030	itsupport@oakhammock.org
The HEAT (Hammock Electronic Assistance Team)	Secure a HEAT Request Form from the receptionist or the concierge, fill it out, and leave it in the designated cubby	heat4oh@gmail.com
The ZAT (Zoom Assistance Team)	Send an Email: Zoom Assistance Team	OHZoomAssistance@gmail.com
GRU Help Desk	352-334-3000	
E-team	oaketeam@gmail.com	
Infoh.us	On the website, look under the menu for "Contact Us", fill out the form, and submit it.	
Katherine Osman	352-548-1008	kosman@oakhammock.org
Julie Ann Ariet	352-548-1009	jariet@oakhammock.org
Cox Cable TV	1-855-512-8876	Special Number for community residents.