ROCHESTER GENERAL
College of Health Careers

TECHNOLOGY SUPPORT

Hardware/Software Technology Issues (Laptop /Desktop)	Who to Contact	Phone	Hours
Hard drive, memory, data ports, keyboards, Bluetooth, power supplies	COHC Call Center	585.760.1000	8 am - 8 pm
Software, installs/printing, web browsers, virus protection, Zoom, Microsoft Office applications	COHC Call Center	585.760.1000	8 am - 8 pm
Internet: connectivity, hardwired/wireless connectivity, network connectivity, processing speed	COHC Call Center	585.760.1000	8 am - 8 pm
Webcams, microphone, speakers, display settings	COHC Call Center	585.760.1000	8 am - 8 pm

Digital Content/Apps Issues (Schoology, ExamSoft, ATI, Classlink, Orbund)	Who to Contact	Phone	Email
Application student support	Mrs. VanVleck Mr. Tyler	585.922.1297 585.922.1404	Students can send message on Schoology
CareConnect and Daily Pass (Password RESET ONLY)	RRH IT Services	585.922.4357	ITService@ rochesterregional.org

Digital Content Vendors	What Issues?	Phone	Email/URL
ExamSoft	Upload an exam manually	866.429.8889 Press #1, then Press #2 for Student	support@examsoft.com
Orbund	Username and password resets	877.536.3266	https://orbund.com/contact.html# **Live Chat**: Students can message Mr. Tyler
ATI	Inability to access assigned materials in ATI website	800.667.7531	**Live Chat:** (click the red chat box on the right during office hours) Clearing cache and browsing history.
FA Davis	Access to materials on the website	716.636.1450	MCF@FADavis.com

Student URL's

Schoology https://isabellagrahamhart.schoology.com/

Orbund https://server14.orbund.com/einstein-freshair/index.jsp

ExamSoft https://ui.examsoft.io/ login?institutioncode=ROCRegional

ATI https://www.atitesting.com/login

Campus Ivy http://www.campusivy.com/client-login/

FA Davis https://www.fadavis.com/sharedlogin/login

Nurse Tim https://nursetim.com/login

David Edge https://davisedge.fadavis.com

ROCHESTER REGIONAL HEALTH

Rochester General
College of Health Careers
470 Skyview Centre Parkway
Rochester, NY 14622

COH5588