Where to get help for those with Guide Dogs logins

If you’re having problems with IT there is help available.

1. The [Volunteer Information Point](https://www.guidedogs.org.uk/volunteer-information-point/volunteers-toolkit) has lots of guidance and should be your first point of call.
2. If you are able to login to the Guide Dogs network, see more on the IS Help & Support Intranet pages - <http://www.gdba.internal/woof/3511>
3. IS Key User group – along-side their daily duties, staff volunteer to assist their colleagues and volunteers with IT queries, they can help with ‘How To’ questions you may have in relation to Office 365, Skype for Business, Microsoft Teams or Zoom. A list of all Key Users can be found on the Intranet –
4. IS Knowledge Management – for support in knowledge or education you can email the team at [isknowledgemanagement@guidedogs.org.uk](mailto:isknowledgemanagement@guidedogs.org.uk)
5. IS Service Desk – If you have a technical issue you can email [isservicedesk@guidedogs.org.uk](mailto:isservicedesk@guidedogs.org.uk) if you are able to work. If you are unable to work, you can contact the IS Service Desk by calling 0118 983 8384. **Please note that the Service Desk is unable to offer remote or over the phone training.**