

## Help with Electronics

Problem	Description	Primary	Secondary
<b>Computer and/or related devices</b>	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
<b>E-team mailing list</b>	Would like to be added	E-Team email	
<b>Password for infoh.us</b>	Would like access to entire website	Use "Contact Us" option on infoh.us	Use "Contact Us" option on infoh.us
<b>Password for Resident Apps/Touchtown</b>	Access for Community Apps Program	Katherine Osman	Julie Ann Ariet
<b>TV</b>	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	
<b>Smart TV</b>	Additions such as streaming	IT	Geek Squad or other
<b>Telephone</b>		IT	Geek Squad or other
<b>Zoom</b>	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	<a href="mailto:itsupport@oakhammock.org">itsupport@oakhammock.org</a>
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	<a href="mailto:heat4oh@gmail.com">heat4oh@gmail.com</a>
The ZAT (Zoom Assistance Team)	Send an Email: Zoom Assistance Team	<a href="mailto:OHZoomAssistance@gmail.com">OHZoomAssistance@gmail.com</a>
GRU Help Desk	352-334-3000	
E-team	<a href="mailto:oaketeam@gmail.com">oaketeam@gmail.com</a>	
<a href="http://infoh.us">Infoh.us</a>	On the website, look under the menu for "Contact Us", fill out the form, and submit it.	
Katherine Osman	352-548-1008	<a href="mailto:kosman@oakhammock.org">kosman@oakhammock.org</a>
Julie Ann Ariet	352-548-1009	<a href="mailto:jariet@oakhammock.org">jariet@oakhammock.org</a>
Cox Cable TV	1-855-512-8876	Special Number for community residents.