

Request Bath AVL Support

HelpDesk Definitions

We setup a HelpDesk to help the Bath Creative Arts Tech Director receive and track support tickets for the **AVL (Audio, Video, Lighting)** side of things. Please reach out to the [Bath AVL Helpdesk](#) for issues that would be related to any of the following:

- Weekend Service Room Tech - This includes:
 - Reserving Audio Equipment
 - Lighting System Support
 - Reserving Room / Resources
 - Setting up ProPresenter Environment
 - Cameras
 - Video System that broadcasts the Weekend Service to the TV's throughout the entire Church Building
 - Hookup points and any other connections in the Auditorium.
- RMA / Service requests for Projectors, Stage Speakers, TV's, Lighting Equipment
- Sound Boards / Audio Controllers
- Installing and repairing Weekend Service related cable lines or other equipment.

To help decipher getting support between the AVL and the IT world, you may want to send a ticket to the IT HelpDesk if:

- A computer hardware diagnosis or replacement is needed for troubleshooting.
- A PC or Mac device replacement is needed.
- A drive backup-and-restore operation or special data recovery is needed.
- The Power Kids Mac Mini or the CheckIn Kiosks are acting up again.
- A Weekend Service Computer cannot recognize the Church Network (or the Staff network) and cannot connect to the Internet.
- Assistance with PureLink system being down (though the AVL team may also be able to support PureLink cases)

Requesting Assistance

All AVL requests are to go to our Bath Creatives Arts Tech Director ([Dave Lutsko](#)). You may create a ticket by emailing to the appropriate helpdesk so that it can be tracked and updated in the tracking system. If it is deemed that the support request is more of an IT support issue to a degree, the ticket may either be transferred to the Bath - IT Support Helpdesk, or an IT representative will be assigned as a secondary agent to the ticket as necessary.

- bth_avhelp@graceohio.org

If your request is more urgent, you can also reach Dave by phone through his Telzio extension (#1146). If you call the Bath Office number (330-666-8341) after open hours, there will be a prompt for you to dial in a Telzio extension number. If you are a staff member you can login to [Telzio.com](https://telzio.com) to reference the list of users in our organization. You can also download the app ([IOS](#)) ([Andriod](#)) to make calls from your phone.

If you have a general question or request, please reach out to our contact form on our website: [Contact Us | Bath Campus \(gracechurches.org\)](#)

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