

WHEN TO CONTACT THE FACILITIES TEAM

EMAIL YOUR FACILITY REQUESTS

facilityhelp@watermark.org

For **non-urgent** requests that can wait until the next business day, such as:

- "I need help moving a couch to the other side of my office."
- "We would like the fire pits set up for our event."
- "Can you please vacuum the carpet in the Kid's Building?"
- "I found a light bulb out on the 4th floor. Can you change it?"

CALL OR TEXT THE FACILITY ON-CALL PHONE

214.489.7761

For **urgent** requests that need assistance right away, during the day, night, or weekends:

- "It is insanely hot in our meeting space."
- "There is water streaming from a pipe in the ceiling and I think it's about to explode."
- "I'm trapped in a West Tower elevator for the 10th time."
- "The trash is overflowing and I need help immediately."

WHEN TO CONTACT THE IT TEAM

EMAIL THE HELPDESK

helpdesk@watermark.org

For **non-urgent** requests that can wait until the next business day, such as:

- "One kiosk won't print, but we have others that are working fine."
- "One person can't check in right now, but others are fine."
- "We have a system in a venue that is being weird, but we can work around it."
- "Wifi seems to be slow, but it is working."

CALL OR TEXT THE HELPDESK

214.239.8848

For **urgent** requests that need assistance right away, such as:

- "Check-in at our campus is down completely."
- "The entire network at our campus is down."
- "We are having major issues with technology and there is no workaround."
- "We have a show-stopping issue and we need help right away."

WHEN TO CONTACT THE PRODUCTION TEAM

EMAIL YOUR PRODUCTION LIAISON

Your Production Liaison's email OR production@watermark.org

For **non-urgent** requests, questions, and advice such as:

- "How do I record audio during an event?"
- "Can I be trained to run AV in the Loft?"
- "My team wants to host an event."
- "Would you be available to set up AV for us?"

To view your unique ministry's liaison, please visit the following path on Rock: Staff Portal - Production/AVL - Production Cheatsheet

TEXT THE AV HELPLINE

214.489.7762

For **urgent** requests that need assistance right away, such as:

- "Audio is not working in WT4N and we've tried troubleshooting."
- "The projector screens are blank in Loft and we've tried restarting them."
- "The Lighting console is not working in ET2B..."
- "Pro Presenter won't open in Chapel..."

When texting, please state the problem, the venue, and what you have already tried.