

2021 Remote Help Desk

April 7, 2021 Training Session

Outline of Topics

How to volunteer at the Help Desk

How to log into & work in the Gmail Account

What's new for the Help Desk in 2021

How to enter volunteer hours & contacts in Better Impact

VCE's Plant Disease Clinic, Soil Sample Lab, Weed & Insect ID Clinics

Resources you can access in the account's Google Drive app

Volunteer for the Help Desk!



Tuesday and Friday mornings: 9:00 a.m. to Noon



All work is conducted by email or telephone from your home



Convenient way to meet your 2021 Volunteer Hours requirement



Record-keeping simplified – no contact (“RFI”) sheets or log to prepare

Volunteer Work is Online Using Gmail Account

Access Through
www.google.com

User Name:
helpdesknnmg@gmail.com

Password: NNMG@VT22473

Recovery Email:
nnmgadm@gmail.com

New in 2021

No recording of contact's gender, age or ethnicity

No Contact ("RFI") Sheets

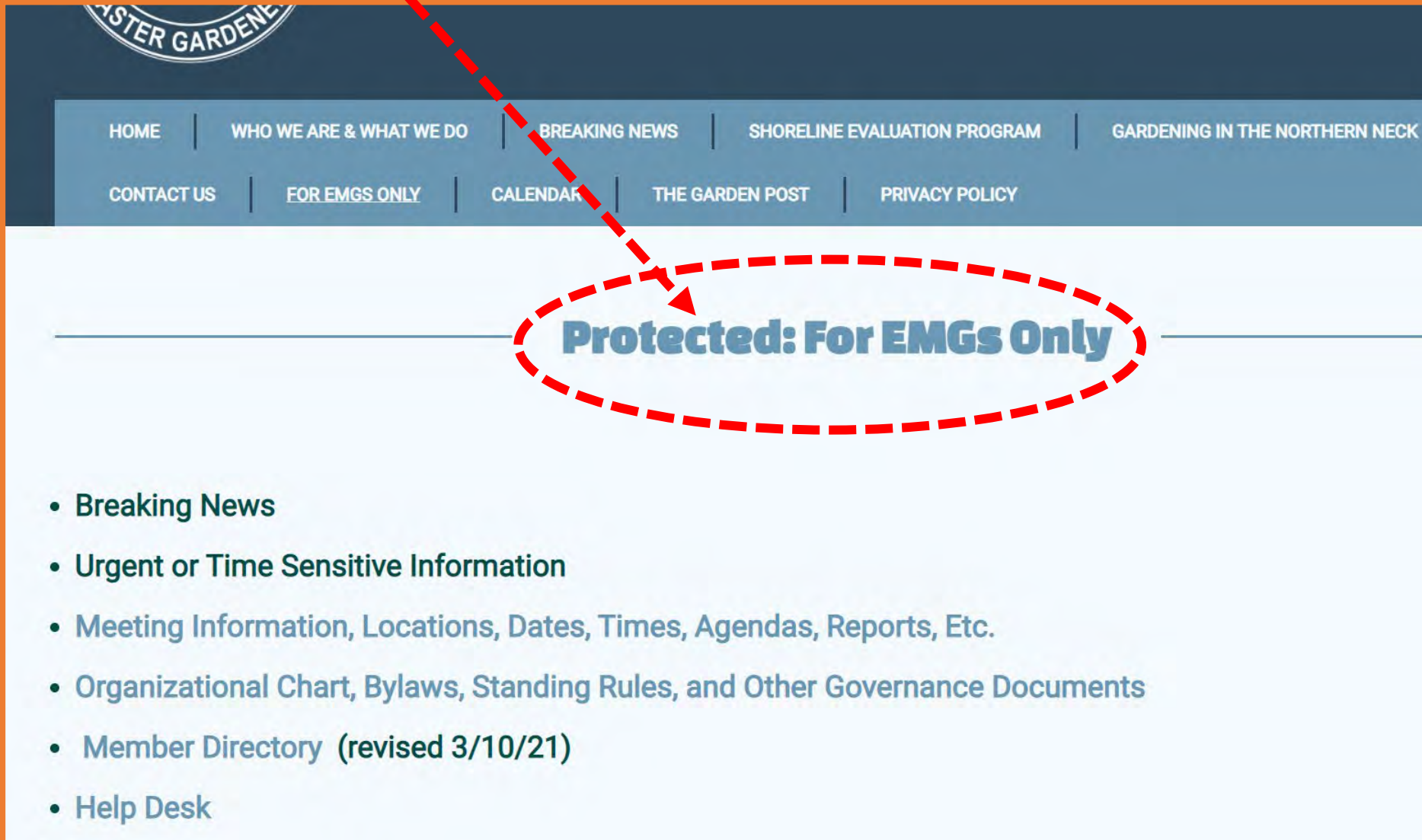
No Excel "Log" spreadsheet

Online resources available via
Google Drive app

How to Sign Up for the Remote Help Desk

April 7, 2021 Training Session

Sign Up on EMGs Page of NNMG Website



The screenshot shows the NNMG website with a navigation bar and a main content area. A red dashed arrow points from the title to the 'FOR EMGS ONLY' link in the navigation bar. Below the navigation bar, the text 'Protected: For EMGs Only' is circled in a red dashed oval. Below this, a list of links is provided.

Navigation Bar:

- HOME
- WHO WE ARE & WHAT WE DO
- BREAKING NEWS
- SHORELINE EVALUATION PROGRAM
- GARDENING IN THE NORTHERN NECK
- CONTACT US
- FOR EMGS ONLY
- CALENDAR
- THE GARDEN POST
- PRIVACY POLICY

Protected: For EMGs Only

- Breaking News
- Urgent or Time Sensitive Information
- Meeting Information, Locations, Dates, Times, Agendas, Reports, Etc.
- Organizational Chart, Bylaws, Standing Rules, and Other Governance Documents
- Member Directory (revised 3/10/21)
- Help Desk

Click on Help Desk:

YSTER GARDEN

HOME | WHO WE ARE & WHAT WE DO | BREAKING NEWS | SHORELINE EVALUATION PROGRAM | GARDENING IN THE NORTHERN NECK

CONTACT US | FOR EMGS ONLY | CALENDAR | THE GARDEN POST | PRIVACY POLICY

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- Organizational Chart, Bylaws, Standing Rules, and Other Governance Documents
- Member Directory (revised 3/10/21)
- **Help Desk**



**The Help Desk window will open.
Click on Virtual Help Desk Signup Sheet
in the lower left:**

HOME

WHO WE ARE & WHAT WE DO

BREAKING NEWS

SHOPLINE EVALUATION PROGRAM

GARDENING IN THE NORTHERN NECK

BLOG

CONTACT US

FOR EMGS ONLY

CALENDAR

THE GARDEN POST

PRIVACY POLICY

Help Desk

- Remote Help Desk Presentation
- Virtual Help Desk Signup Sheet



Northern Neck Master Gardeners

Inbox (23) - rielyh@gmail.com


Inbox (1) - nnmg2016@gmail.co

Inbox (4) - helpdesknmg@gm

+

← → ↻ 🏠 🔒 https://www.signupgenius.com/go/5080f44afa62eabfc1-2021 🔍 ☆ 🟢 🗑️ 📧 ⚙️ 👤 ⋮

NNMG OneSearch BetterImpact G b v ZsU Inbox (24) - rielyh@... The 33 Gmail Keyb... OBS Studio Insect ID Lab Other favorites




Northern Neck Master Gardeners

2021 Virtual Help Desk

Click the **Sign Up** box next to the date or dates you want to work the Virtual Help Desk. When you've selected all the dates you wish to work, click **Submit and Sign Up** at the bottom of the page. After the next page loads, enter your name, email address, and phone (optional) then click **SIGN UP NOW!**

If your plans change and you cancel your time slot, please find a replacement for your slot and contact Henry Riely at rielyh@gmail.com to let him know about the schedule change.

Created by:  William Bell ✉

Already signed up? You can [change your sign up](#).

Date (mm/dd/yyyy EDT)	Available Slot	Calendar View
03/19/2021 (Fri. 9:00am - 12:00pm)	EMG	BM Barbara Mait
	EMG	Sign Up <input type="checkbox"/>
03/26/2021 (Fri. 9:00am - 12:00pm)	EMG	HR Henry Riely
	EMG	Sign Up <input type="checkbox"/>

Submit and Sign Up

©2021 SignUpGenius. All Rights Reserved.

Working With Other Volunteers on the Same Date

- If you and another member have volunteered to work at the Remote Help Desk on the same date, please email the other member *before or when* you start volunteering.
- Determine who will respond to which email(s) received at the Remote Help Desk.

The Help Desk's Gmail Window

HelpDeskNNMG@gmail.com

To Access the Help Desk's Gmail Account

- Enter <https://www.google.com> in your web browser.
- The Google window will appear. Click on “Gmail” in the upper right corner.
- Enter HelpDeskNNMG@gmail.com as username and NNMG@VT22473 as password.
- Google may request a recovery email. Enter nnmgadm@gmail.com.
- The following slide shows the Help Desk's Gmail window

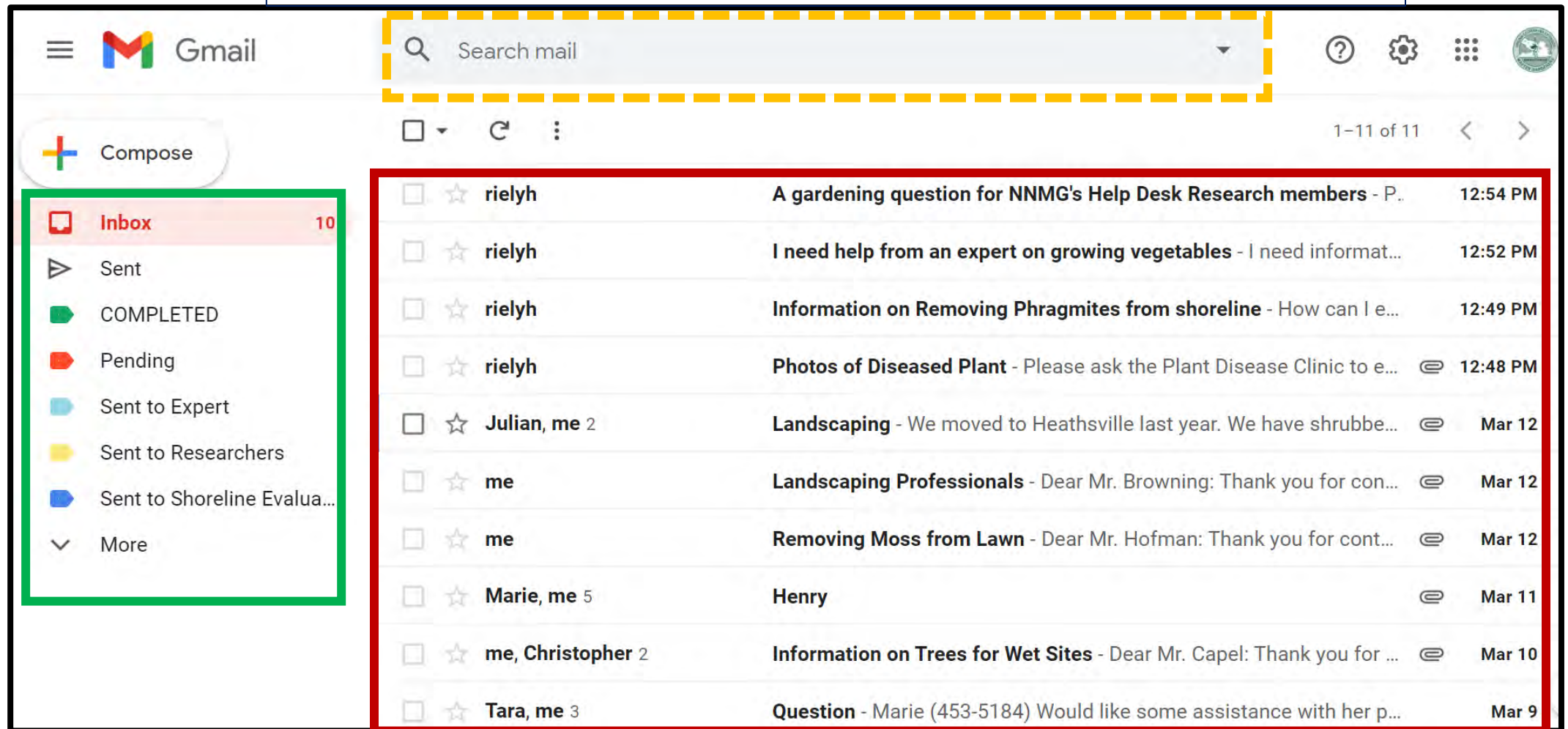
The Gmail Window:

The screenshot displays the Gmail web interface. On the left is a sidebar with navigation links: 'Compose' (with a plus icon), 'Inbox' (highlighted in red with a count of 10), 'Sent', 'COMPLETED', 'Pending', 'Sent to Expert', 'Sent to Researchers', 'Sent to Shoreline Evalua...', and 'More'. The main area shows a list of 11 emails. At the top of the email list are icons for selection, refresh, and a menu, along with a search bar labeled 'Search mail'. The email list includes columns for checkboxes, star status, sender names, subject lines, and timestamps. The email 'Landscaping' by 'Julian, me' is selected, indicated by a blue vertical bar on the left. The bottom right corner shows '14 Mar 9'.

Selection	Star	Sender	Subject	Time
<input type="checkbox"/>		rielyh	A gardening question for NNMG's Help Desk Research members - P...	12:54 PM
<input type="checkbox"/>		rielyh	I need help from an expert on growing vegetables - I need informat...	12:52 PM
<input type="checkbox"/>		rielyh	Information on Removing Phragmites from shoreline - How can I e...	12:49 PM
<input type="checkbox"/>		rielyh	Photos of Diseased Plant - Please ask the Plant Disease Clinic to e...	12:48 PM
<input checked="" type="checkbox"/>		Julian, me 2	Landscaping - We moved to Heathsville last year. We have shrubbe...	Mar 12
<input type="checkbox"/>		me	Landscaping Professionals - Dear Mr. Browning: Thank you for con...	Mar 12
<input type="checkbox"/>		me	Removing Moss from Lawn - Dear Mr. Hofman: Thank you for cont...	Mar 12
<input type="checkbox"/>		Marie, me 5	Henry	Mar 11
<input type="checkbox"/>		me, Christopher 2	Information on Trees for Wet Sites - Dear Mr. Capel: Thank you for ...	Mar 10
<input type="checkbox"/>		Tara, me 3	Question - Marie (453-5184) Would like some assistance with her p...	14 Mar 9

The Gmail Window Components:

1. Emails
2. Folders (Labels)
3. Search Bar





Entering Hours & Contacts into Better Impact

myImpactPage.com

MyImpactPage.com - Login

Login

Username

Username **are not** case sensitive.

Password

Passwords **are** case sensitive.

[Forgot your username or password?](#)

Login

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Information contained here is only visible to you and the specific organization(s) with which you are associated. It will neither be disclosed to any other party nor used for any other purpose. [Click here to view the complete MyImpactPage.com privacy policy.](#)

Bookmark
the Better
Impact
Website:

<https://app.betterimpact.com/Login/Login>

☐ That do not have any roles available currently but are looking for volunteers to re-register now to begin helping them once COVID 19 is under control



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- Organizational Chart, Bylaws, Standing Rules, and Other Governance Documents
- Member Directory (revised 3/10/21)
- Help Desk
- **Better Impact**
- International Master Gardener Conference
- Forms

You can
also access
Better
Impact
through
EMG Page



Northern Neck Master Gardeners

[HOME](#)[WHO WE ARE & WHAT WE DO](#)[BREAKING NEWS](#)[SHORELINE EVALUATION PROGRAM](#)[GARDENING IN T](#)[CONTACT US](#)[FOR EMGS ONLY](#)[CALENDAR](#)[THE GARDEN POST](#)[PRIVACY POLICY](#)

Better Impact

- **Better Impact Login Screen**



MyImpactPage.com - Login

Login

Username

Usernames **are not** case sensitive.

Password

Passwords **are** case sensitive.

[Forgot your username or password?](#)

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Home

? [Help](#) 🔌 [Log Out](#)



Welcome
Henry Riely
[Edit My Profile](#)

VOLUNTEER HOURS

This Week
0

This Year
3

Lifetime
985

▾ Virginia Cooperative Extension Master Volunteer Programs

News





Northern Neck Master Gardeners

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Hours

[? Help](#) [Lo](#)

Log Hours

Activity

Show these activities **Active** Inactive

Volunteer Management

Please select an activity

Date Volunteered

Continuing Education

Continuing Education, General

Volunteer Management

Volunteer Management

Feedback

Response

Description



Example of Logging Hours & Contacts

- On April 6, I logged onto the Help Desk's Gmail account and responded to three emails, each from a different client.
- I started at 9:00 am and finished at 12:15 pm.

[HOME](#)[OPPORTUNITIES](#)[SCHEDULE](#)[HOURS](#)[REPORTS](#)[CONTACT](#)[MY PROFILE](#)

Hours

[? Help](#) [Log Out](#)

Log Hours

ActivityShow these activities **Active** Inactive

Volunteer Management

Date Volunteered

04/06/2021

Hours

3

Minutes

15

Feedback**Response****Description**

Remote Help Desk

Direct Contacts



0

Impacts that you feel your volunteer service had made today



(This is optional
on your behalf)

No Direct Contacts at the Remote Help Desk

Mileage



0



Keep Feedback Fields Populated



Save and Log Another

Save

Direct Contacts



0

Impacts that you feel your volunteer service had made today



**ALL Contacts at the Help Desk are
INDIRECT contacts:**

Indirect Contacts



3

Mileage



0



Keep Feedback Fields Populated



Save and Log Another

Save

Direct Contacts



0

Impacts that you feel your volunteer service had made today



Please Record Your Mileage

Indirect Contacts



3

Mileage



0



Keep Feedback Fields Populated



Save and Log Another

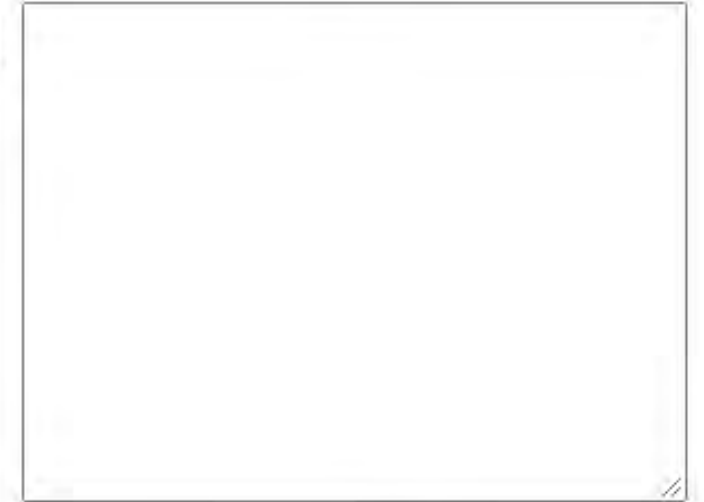
Save

Direct Contacts



0

Impacts that you feel your volunteer service had made today



**Click on the “Save” button to
enter your volunteer hours,
indirect contacts and mileage:**

Indirect Contacts



3

Mileage



0



Keep Feedback Fields Populated



Save and Log Another

Save



The Google Drive App



Click on the
"Waffle" Icon



Search mail



1-7 of 7



Primary

Promotions

☐ ☐ ☐ Marie, me, **Marie** 5

Henry - Hi Henry....new problem ... Mar 11

☐ ☐ ☐ **Julian Watson**

Landscaping - We moved to Hea... Mar 10

☐ ☐ ☐ me, **Christopher** 2

Information on Trees for Wet Si... Mar 10

☐ ☐ ☐ **Margie, me** 3

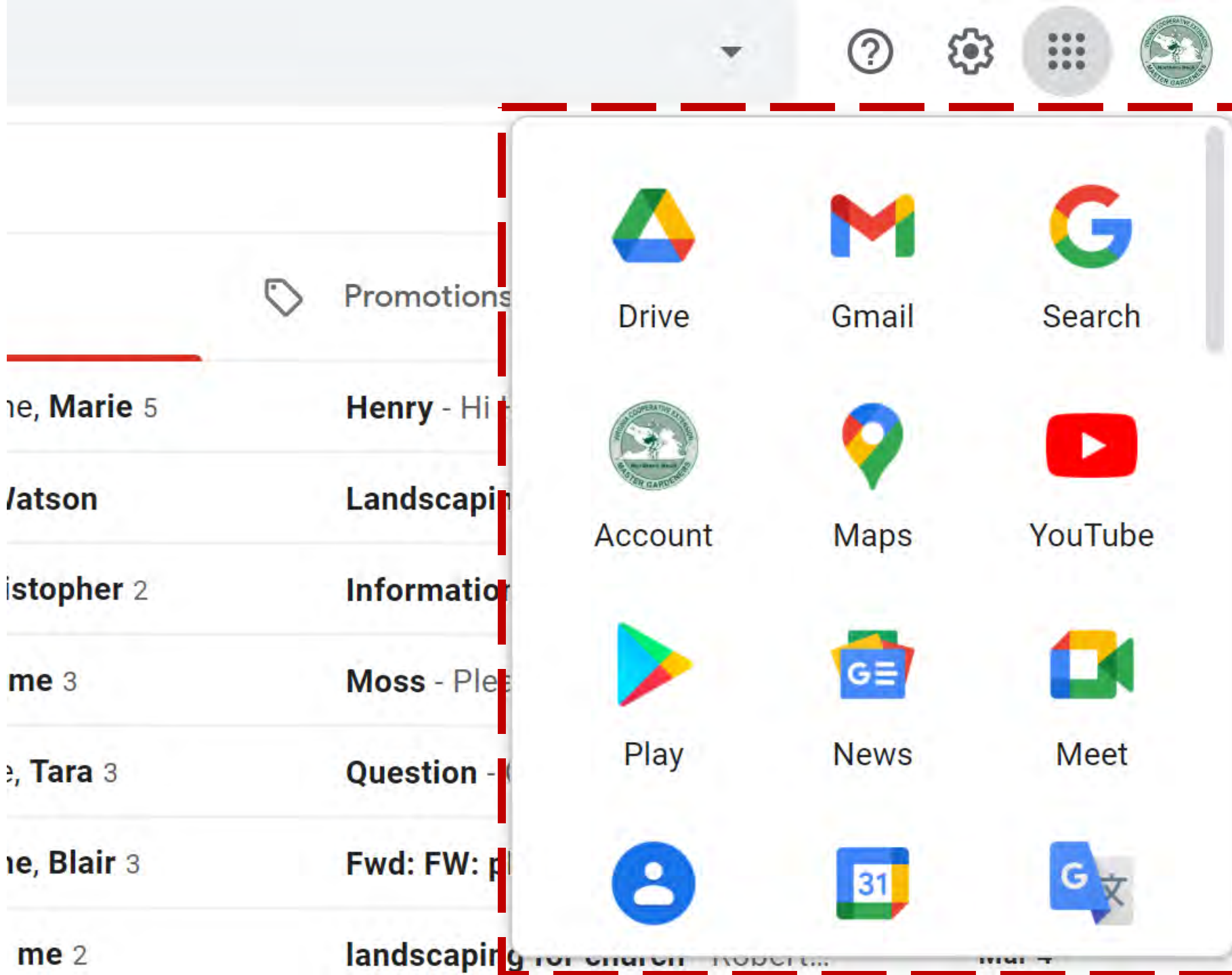
Moss - Please call John Hofma... Mar 10

☐ ☐ ☐ Tara, me, **Tara** 3

Question - Great, thank you Hen... Mar 9

☐ ☐ ☐ **rielyh, me, Blair** 3

Fwd: FW: plants - ----- Forwar... Mar 9 30



Click on the Drive icon (a triangle) in the upper left of the new window: ----->



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 April 7 Help Desk Training...
You opened just now


 Home Grounds and Animals


 2021PestManagementGui...
You opened yesterday


 2021PestManagementGui...
You opened yesterday


Folders


 2021 Pest Management...

 April 7 Training Video

 EMG Training Manual

 Identification Forms

 Plant Disease Clinic

 Shoreline and SEP Publi...



New



My Drive



Shared drives



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Storage

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Quick Access

Click on the Folders Below to Access VCE Publications and Other Helpful Resources for Help Desk Volunteers:

Folders

Name ↑



2021 Pest Manageme...



EMG Training Manual



Identification Forms



Plant Disease Clinic



Shoreline and SEP Pu...



Ticks

Files



Current Resources in Google Drive App

2021 Pest Management Guide

2015 VCE Training Manual for EMGs

Plant Disease Clinic – Guidance for Submitting Photos

[Link to Clinic's Plant Problem Image Gallery](#)

[Link to Clinic's Internet Resources for Plant Diseases](#)

VCE Insect and Weed Identification Forms

Shoreline Evaluation Program publications (to come)

More Resources to Come!

Home Grounds and Animals

PUBLICATION 456-018

2021

PEST MANAGEMENT GUIDE

Published by:
Virginia Cooperative Extension

Content Coordinators:
Joyce G. Latimer and
David Close, School of Plant and
Environmental Sciences
Produced by Virginia Cooperative
Extension Publications, Virginia
Tech, 2021



www.ext.vt.edu

ENTO-397P



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Welcome to VCE Master Gardening

Chapter 1: Resource & Reference Guide

Taken from VCE Publication 426-699 and revised 2015



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Guidance for Submitting a Good Digital Submission to the Plant Disease Clinic

Although digital diagnosis is more difficult for disease samples than for insect or weed identification, we can often provide at least a preliminary diagnosis if we receive images of good quality. Smartphones generally take good images if you follow a few guidelines.

1. Submit **only** digital images that are clear and in focus.
2. Include ~3 to a maximum of 7 well-focused images that show:
 - a. the pattern of the problem in the location (e.g. field, orchard, nursery, landscape, garden)
 - b. the overall symptoms on the whole plant
 - c. a close-up of the symptoms on an affected plant, including images of **both** leaf surfaces if there are symptoms on leaves
3. Try to avoid strong shadows on the sample; outdoor images taken on a cloudy day are best. When taking pictures indoors, try to illuminate the plant from both sides to eliminate shadows in the photo and place on a neutral background.
4. Please request new images from clients if the images are not of good quality and therefore not appropriate for diagnosing the problem.

Image Size/File Type

- All images must be in GIF, JPG, PNG, or PDF, but we prefer GIF or JPG.
- Do not send small-size images (e.g. < 500 pixels); ~2,000 pixels is great.

Examples of Good Digital Submissions

Boxwood Problem



Well-focused close-up image



Overall image of the whole plant



Image of the plant in the landscape



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Plant Disease Diagnostic Form

Publication 450-097
Revised 2020

Submit specimens and this form to: Plant Clinic, 106 Price Hall, 170 Drillfield Dr., Virginia Tech, Blacksburg, Virginia 24061-0331

Date Collected _____

Lab I.D. No. _____

SEE www.ppws.vt.edu/extension/plant-disease-clinic/index.html FOR INSTRUCTIONS ON HOW TO COLLECT SPECIMENS AND COMPLETE THE NUMBERED SECTIONS OF THIS FORM.

1. Plant _____ Cultivar/Variety _____

2. Extension Agent _____ County _____ Phone (____) _____

Grower _____ Grower email _____

Address _____ Phone (____) _____

3. Briefly describe the symptoms and ask the specific question you want answered:

4. Do you want a control recommendation for:

☐ Home lawn/garden ☐ Commercial production ☐ Lawn/landscape management ☐ other _____

Plant Part Affected

- ☐ roots
☐ crown
☐ stem or branch
☐ leaves
☐ flower
☐ fruit
☐ seeds

General Appearance

- ☐ wilted
☐ yellowed
☐ stunted
☐ stained/streaked
☐ leaf spot/blight
☐ leaf mottle
☐ other _____

Disease Distribution

- ☐ general
☐ scattered plants
☐ in spots or groups
☐ certain cultivar
☐ in low areas
☐ upland areas
☐ other _____

Location

- ☐ field/farm
☐ garden
☐ landscape
☐ nursery
☐ greenhouse
☐ athletic field
☐ other _____
- ☐ golf course
☐ sod farm
☐ Christmas tree farm
☐ vineyard
☐ orchard
☐ forest
☐ indoor plant

5. Size of total planting: Acres _____ or square feet _____ or number of plants _____


Percent of crop affected _____ or number of plants affected _____

Last year's crop 20____ Crop planned for next year 20____

Symptoms first noticed, date _____ Occurrence in previous years: ☐ No ☐ Yes ☐ Unknown


6. Past weather conditions: ☐ normal ☐ rainy ☐ dry ☐ hot ☐ cold ☐ other _____





PLANT PROBLEM IMAGE GALLERY

Plant Disease Clinic



Below is a list of the plants and pathogens in our database. If you are looking for something specific or just wish to narrow down the current plants and/or pathogens being displayed, use the drop down menus here to limit your results to a specific category or plant name.

Plant Type:

All Types

Plant Common Name:

All Types

Plant Scientific Name:

All Types

Pathogen type:

All Types

Plant Problem:

All Types

Pathogen Scientific Name:

All Types

Reset filters


Admin

Search all fields:

Plant Name	Scientific Name	Plant type	Problem	Pathogen Scientific Name	Pathogen Type	Pictures
Agastache	<i>Agastache</i> sp.	Herbaceous Ornamentals and Indoor Plants	Bacterial Leaf Spot	<i>Acidovorax konjaci</i>	Bacterium	5
Agastache	<i>Agastache</i> sp.	Herbaceous Ornamentals and Indoor Plants	Downy Mildew	<i>Peronospora</i> sp.	Oomycete	10
Alfalfa	<i>Medicago sativa</i>	Field Crops	Alfalfa Common Leaf spot	<i>Pseudopeziza medicaginis</i>	Fungus	5
Alfalfa	<i>Medicago sativa</i>	Field Crops	Summer Black Stem and Leaf Spot	<i>Cercospora medicaginis</i>	Fungus	5
Anemone	<i>Anemone X hybrida</i>	Herbaceous Ornamentals and Indoor Plants	Foliar Nematodes	<i>Aphelenchoides</i> sp.	Nematode	8
Apple	<i>Malus domestica</i>	Tree Fruit	Frost Ring		Abiotic	3
Apple	<i>Malus domestica</i>	Tree Fruit	Bitter Pit		Physiological/Genetic	3
Apple	<i>Malus sylvestris</i>	Tree Fruit	Bitter Rot	<i>Glomerella cingulata</i>	Fungus	3
Apple	<i>Malus sylvestris</i>	Tree Fruit	Fire Blight	<i>Erwinia amylovora</i>	Bacterium	2

Showing 1 to 299 of 299 entries

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Publications and Educational Resources

Search...

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Resources for Plant Diseases

Rss Feed

Title	Available As	Summary	Date	ID	Author
2020 Virginia Tech Eastern Shore AREC Virtual Research Field Day	(PDF)		Aug 17, 2020	SPES-239NP(SPES-243NP)	Mark Reiter [more]
Fusarium Wilt of Mimosa (Albizia julibrissin)	(PDF)		Aug 13, 2020	SPES-230NP	Elizabeth Bush
Plant Disease Diagnostic Form	(PDF)	[show]	Apr 15, 2020	450-097 (SPES-203NP)	Elizabeth Bush
Brown Rot on Peach and Other Stone Fruits	(HTML)	[show]	Mar 18, 2020	450-721 (SPES-24P)	Elizabeth Bush [more]
Botryosphaeria Canker and Dieback of Trees and Shrubs in the Landscape	(HTML)	[show]	Mar 18, 2020	450-726 (SPES-23P)	Elizabeth Bush
Integrated Pest Management of Hemp in Virginia	(PDF)		Mar 2, 2020	ENTO-349NP	Kadie Britt [more]
Pest Management Guide: Field Crops, 2020	(PDF)		Feb 6, 2020	456-016 (ENTO-366P)	Michael Flessner [more]
Pest Management Guide: Horticultural and Forest Crops, 2020	(PDF)		Jan 27, 2020	456-017 (ENTO-337)	Eric R. Day [more]
Mortality of Great Rhododendron (Rhododendron maximum) in Virginia	(HTML)	[show]	Aug 21, 2019	SPES-151P	Rachel Brooks [more]
Anthracnose on Snap Beans	(PDF)	[show]	Jul 30, 2019	450-719 (SPES-157NP)	Elizabeth Bush
Virginia Master Naturalist, Basic Training Course, Botany	(PDF)	[show]	Jul 19, 2019	ANR-10NP (CNRE-62NP)	W. John Hayden [more]
Virginia Master Naturalist, Basic Training Course, Botany (Introductory Version)	(PDF)	[show]	Jul 19, 2019	ANR-12NP (CNRE-63NP)	W. John Hayden [more]

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SPES-275P

The Right Answer: How to Find Unbiased, Research-Based Answers Horticultural Questions

Authored by Megan Tierney, Agriculture and Natural Resources-Horticulture Extension Agent, York/Poquoson, Virginia Cooperative Extension; Inga Haugen, Agriculture, Life Sciences, and Scholarly Communication Librarian, Newman Library, Virginia Tech; Laurie Fox, Research Associate, Hampton Roads Agricultural Research and Extension Center, School of Plant and Environmental Sciences, Virginia Tech

Introduction

How do you find reliable, up-to-date, unbiased, research-based answers to gardening/horticulture questions? Online searches are the most common and easily accessible way to look for answers, but the web contains a lot of conflicting information, advertisements, and information that does not apply to your geographic area. How do you quickly sort through it all to find the right answer to your question in order to save yourself

Starting the Search

Web Browsers

Computers and mobile devices use different web browsers to access the internet.

- Examples for Macs: Safari, Google Chrome, Firefox, Opera, and Chromium.

Helpful Websites:

VCE Website: <https://ext.vt.edu/>

VCE Extension Publications:
<https://resources.ext.vt.edu/>

OneSearch Website:
<https://impact.extension.org/search/>

National Extension "Ask an Expert"
portal – Click [Here](#)

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Extension Foundation
Pilots a National Registry

**Enter search
term here:**

One Search: Hundreds of Cooperative Extension Sites

**Easy search access to resources provided by your
Land-Grant institutions.**

This service allows you to search the resources provided by your Cooperative Extension Service using a [Google Custom Search Engine](#) that includes many of the Cooperative Extension web sites provided by your Land-Grant institutions.

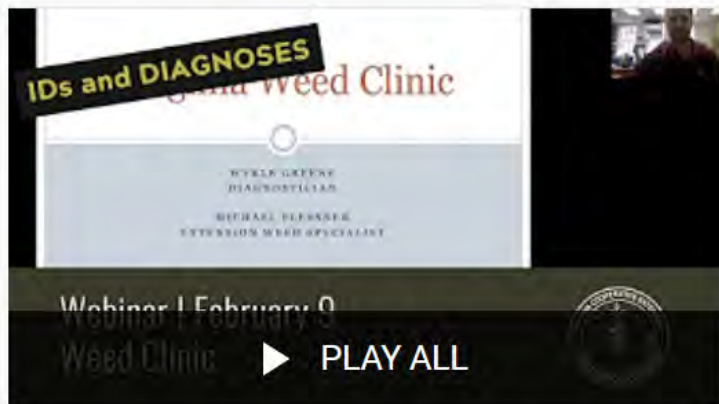
ENHANCED BY Google



YouTube interface showing the VCE Master Gardener channel page. The channel has 1.39K subscribers. The page displays a banner image of a group of people in a garden setting. Below the banner, the channel name "VCE Master Gardener" and subscriber count "1.39K subscribers" are shown. Navigation tabs include HOME, VIDEOS, PLAYLISTS, COMMUNITY, and CHANNELS. The "Popular uploads" section features three video thumbnails:

- Common Plant Diseases in the Landscape and Garden: Downy Mildew on Basil
- Common Plant Diseases in the Landscape and Garden: Late Blight on Tomato
- Common Plant Diseases in the Landscape and Garden: Red Thread on Turfgrass

VCE
Master
Gardener
Videos on
YouTube:
Click
[Here](#)



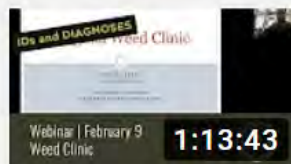
IDs and Diagnoses Webinar Series

4 videos • 74 views • Last updated on Feb 18, 2021



Are you an EMG or Extension employee responsible for collecting and mailing soil tests,

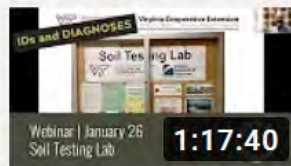
1



Weed Identification Clinic Series

VCE Master Gardener

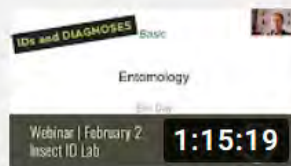
2



Soil Testing Lab: IDs and Diagnoses

VCE Master Gardener

3



Basic Entomology & Insect ID Lab

VCE Master Gardener

4



Plant Disease Clinic: IDs and Diagnoses

VCE Master Gardener

VCE IDs and Diagnoses Webinars on YouTube:

Click [Here](#)

VCE's Plant Disease Clinic, Soil Sample Lab, Weed & Insect ID Clinics

- [Plant Disease Clinic](#) not accepting live samples but will accept [digital photos](#).
 - See publications under Plant Disease Clinic folder in Google Drive
- [Soil Sample Lab](#) accepting soil samples
 - Sample boxes & forms available at each VCE office for pickup
- [Weed Identification Lab](#): Email [Stephanie](#) or [Trent](#) for their assistance in submitting samples.
- [Insect Identification Lab](#): Email [Stephanie](#) or [Trent](#) for their assistance in submitting samples.



VCE Offices in the Northern Neck

County	Address	Telephone
Lancaster	8311 Mary Ball Road, Ste 302 Lancaster, VA 22503	(804) 462-5780
Northumberland	7154 Northumberland Hwy Heathsville, Virginia, VA 22473	(804) 580-5694
Richmond	460 Main Street Warsaw, VA 22572	(804) 333-3420
Westmoreland	18849 Kings Highway Montross, VA 22520	(804) 493-8924

Questions or Comments?

Please email Henry Riely
at rielyh@gmail.com
with any questions,
comments or sugges-
tions you may have
about the Remote Help
Desk.



Thank you for Volunteering at
the Remote Help Desk!