

Help Desk

Institute of Indigenous Medicine – University of Colombo

Category	Issue	Support Team		
		Name	Designation	Email Address
Email & other Google apps	New account requests/ Password Reset	Mr.Ruwan	Instructor in Computer Technology	ruwan@iim.cmb.ac.lk
	Students Emails / Google apps Issues	Mr.Ruwan	Instructor in Computer Technology	ruwan@iim.cmb.ac.lk
Internet Issues	Wi-Fi account requests/ Password resets Other Internet Issues	Mr.Lahiru	Assistant Network Manager	lahiru@iim.cmb.ac.lk
LMS	New account requests/ Password resets	Mr.Ruwan	Instructor in Computer Technology	ruwan@iim.cmb.ac.lk
	Other LMS Issues	Mr.Ruwan	Instructor in Computer Technology	ruwan@iim.cmb.ac.lk
Zoom services	New Zoom account requests / Password resets	Mr.Lahiru	Assistant Network Manager	lahiru@iim.cmb.ac.lk
Hardware and Software	Hardware & Software Issues	Mr.Buddika & Mr.Jayakodi	Lab Attendant	buddika@iim.cmb.ac.lk jayakodi@iim.cmb.ac.lk
Faculty website & Research Profiles	requesting to post/update on the faculty/institute website, requesting new academic profiles	Mr.Ruwan	Instructor in Computer Technology	ruwan@iim.cmb.ac.lk
Library Web issues	Library site update	Mrs.Nalindra	Instructor in Computer Technology	ndbalasooriya@iim.cmb.ac.lk
IT teaching	Teaching issues and IT guidance	Mrs.Nalindra	Instructor in Computer Technology	ndbalasooriya@iim.cmb.ac.lk
Audio , Photography and CCTV	Matters related to Audio , Photography and CCTV issues	Mr.Buddika & Mr.Jayakodi	Lab Attendant	buddika@iim.cmb.ac.lk jayakodi@iim.cmb.ac.lk
General Inquiry		Dr.SMS Samarakoon	IT Head / Senior Lecturer	samarakoonsms@iim.cmb.ac.lk