IT Services Suppport Services Offerings

Phone/Email Support

Hours	Note
24x7	**Phone:** The IT Service Desk will answer calls to the service desk line during business hours. If staff are unavailable to answer phone calls during business hours, staff, students and faculty should leave a voicemail, which will be answered as soon as someone becomes available. Calls received after support hours will be forwarded to our after hours support line. **Email:** The IT Service Desk will answer email requests or incidents during business hours. When urgent assistance is needed, staff, students and faculty are encouraged to call the service desk line.

Learning Commons Support Desk-Walk In

Hours	Note
Monday - Friday 9:30 a.m. - 10:00 p.m	The IT Service Desk is located in the learning commons (located on the first floor of the University library). This desk serves as the location for walk-in assistance for staff, faculty, and students. If IT staff are not available during the scheduled hours, they are likely out assisting elsewhere in the building where remote troubleshooting did not resolve the issue. For help when no one is present at the learning commons desk, staff and students should call the service desk phone number to receive assistance.
Saturday 10:00 a.m. - 6:00 p.m.	Same as note above
Sunday 10:00 a.m. - 4:00 p.m.	Same as note above

Office and Classroom Support

Hours	Note
Monday - Friday 8:30 a.m. - 10:00 p.m	The IT Service Desk provides troubleshooting and assistance to students, faculty, and staff. Calls received after support hours will be forwarded to our after hours support line.
Saturday 8:00 a.m. - 6:00 p.m.	Same as note above
Sunday 8:00 a.m. - 4:00 p.m.	Same as note above

Classroom Training

Hours	Note
Click here for training schedule (link here)	The IT Service desk schedules training twice a week in various rooms for faculty and staff to get familiar and comfortable with using the classroom technology in the room.

Event Support

Hours	Note
Monday - Friday 9:00 a.m. - 10:00 p.m	IT Services will support events during normal working operational hours. Events that require set-up or support outside of the normal operational hours will be handled on a case-by-case basis.