The newly renovated ITS suite has made it possible for the Helpdesk to provide an additional way to get technical support. Faculty, staff and students can get support by calling the ITS Helpdesk at extension 1234 (513-569-1234 from off campus), by sending email to itshelpdesk@cincinnatistate.edu, and now by visiting the Walk-up Service Window located in the Main Building, room 349-B.

Goal and Purpose
Faculty, staff and students can now get support by visiting the Helpdesk Walk-up Service Window at 345 Main. The Walk-Up Service Window is meant to provide quick, just-in-time service to the college community while reducing disruption to the Helpdesk.

Staffing
The Walk-Up Service Window will be staffed by student workers.

Hours of operation:
Monday - Thursday open from 7:30 a.m. to 10:00 p.m.
Friday open from 7:30 a.m. to 4:30 p.m.
Saturday open from 8:00 a.m. to 1:00 p.m.

Due to its proximity to the Helpdesk, an analyst may be able to assist with some matters. The Helpdesk is supervised by staff and maintained by a group of trained student assistants.

What Is Done
Network connectivity - Support faculty and staff with connectivity to the College computing network via the college-owned computer issued to them. Please note that the Helpdesk is not responsible for the operation of personally-owned computers.
Network Accounts - Support faculty, staff, and students with any account that can be utilized for College information systems (e-mail, Blackboard, Colleague, MyServices, etc.).
Computer Hardware - The Helpdesk is responsible for maintaining the operation and functionality of all college-owned technology hardware used on campus, such as computers, printers, scanners, telephones, etc. The Helpdesk should be notified immediately for any college-owned equipment that is in need of service or repair.
Computer Software - The Helpdesk is responsible for the operation and integrity of all campus-owned software that is installed on college-owned computers, servers, and systems. The Helpdesk is not responsible for having full knowledge or the ability to answer all questions related to the operation or functionality of departmentally-specific software applications.

What Is Not Done
Personally-owned Equipment - Support for personally-owned computer hardware and software is not provided (Non-College Owned Computer Equipment Policy). The Helpdesk can do a basic evaluation to determine how to solve the problem and point you to the appropriate resources. Beyond that, they cannot work on your personal computer, even if you use it for academic or administrative work.