Helpdesk Walk-up Service Window

Faculty, staff and students can get support by calling the ITS Helpdesk at extension 1234 option 1 (513-569-1234 from off campus), by sending email to itshelpdesk@cincinnatistate.edu, or by visiting the Walk-up Service Window at 345 Main.

Goal and Purpose

Faculty, staff and students can 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 is staffed by student workers.

Hours of operation:
Monday - Friday open from 7:30 a.m. to 6:30 p.m. for the Fall and Spring Semesters
Monday - Friday open from 8:00 a.m. to 4:30 p.m. for the Summer Semester

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 can not work on your personal computer, even if you use it for academic or administrative work.