ITS helpdesk

If you just opened an email and entered your password, you were scammed. Please change your password immediately and then telephone the helpdesk at 507-222-5999 to record an account-compromised ticket.

Call: 507-222-5999
On campus: x5999
Email: helpdesk@carleton.edu

Visit: CMC 107

Overview

The ITS helpdesk is the unified support service for Carleton students, faculty, and staff, located down the hall from the Center for Math and Computing lobby.

Services provided by the helpdesk

Computing support

The ITS helpdesk is staffed by student workers as well as several full-time ITS staff members. The ITS helpdesk will fully support college-owned equipment, including (but not limited to) setup, software installs, virus removal, and general troubleshooting. The helpdesk also supports student-owned equipment and provides drop-off service.

Student computer repair (drop-off area)

Business hours:
Mon – Fri: 9:00 am – 5:00 pm

The ITS help desk (located in CMC 106–107) provides drop-off services for student-owned machines.

More information: Guide to the ITS Helpdesk Drop-Off Service

Public labs

The ITS helpdesk maintains several public lab spaces.

2 ITS helpdesks

Main phone: 507-222-5999 (on campus, x5999)
Main email: helpdesk@carleton.edu
Main ITS helpdesk: CMC 107
(x5999)

Hours of operation during academic terms:

Mon–Thurs: 7:30 am – 10:00 pm
Fri: 7:30 am – 9:00 pm
Sat: 10:00 am – 9:00 pm
Sun: 10:00 am – 10:00 pm

Hours of operation during breaks:
Mon–Fri: 8:00 am – 5:00 pm

Full service
Drop-off area for student computer troubleshooting
Pick-up and Return of loaner equipment

Research/IT - Libe 4th floor (x4264)

Hours of operation during academic terms:

Mon–Thurs: 8:30 am – 1:00 am
Fri: 8:30 am – 9:00 pm
Sat: 10:00 am – 9:00 pm
Sun: 10:00 am – 1:00 am