

ITS Helpdesk

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Welcome to the Helpdesk!

The ITS Helpdesk is a centralized support center for all students, staff and faculty on campus. We fully support Carleton-owned computers, printers and other hardware; access to network storage, networked printing, and the network itself – both wired and wireless. For students we support their personally-owned devices including a drop-off repair service for software and some minor hardware issues. The Helpdesk also supports and maintains 13 [public computer labs](#) and their associated printers across campus.

Contacting the Helpdesk

- **Phone:** 507-222-5999 (x5999 from on campus) Phone is best for time-sensitive requests.
- **Email:** helpdesk@carleton.edu Any email sent to this address automatically opens a support ticket .
- **Web Help Desk:** <https://helpdesk.carleton.edu/> Open your own ticket and help categorize it for faster support.

Our Service Points

ITS Helpdesk operates two service points, each with different staffing, open hours and their own particular focus.

The Helpdesk



The Helpdesk is located on the ground floor of the CMC. Staffed by both professional and student staff (CarlTechs), this is our center of operations. All services are available at this location, and we're always happy to have visitors.

Research / IT



The Research/IT desk is a joint service point operated by ITS and the Library. It is located in the middle of the reference room on the [4th \(main\) floor](#) of the Gould Library. The desk is staffed by reference librarians and CarlTechs who can help you with any problems or questions you have while doing research at the library.

Hours of Operation

Helpdesk Hours of Operation
During Term: Mon–Thurs:8:00 am – 10:00 pm Fri:8:00 am – 9:00 pm Sat:10:00 am – 9:00 pm Sun:10:00 am – 10:00 pm
During Break: Mon–Fri:8:00 am – 5:00 pm Sat–Sun:Closed

Research / IT Hours of Operation
During Term: Mon–Thurs:8:00 am – 1:00 am Fri:8:00 am – 6:00 pm Sat:10:00 am – 9:00 pm Sun:10:00 am – 1:00 am
During Break: CarlTechs work from the main ITS helpdesk during breaks, but will come to the Libe as needed. Please call x5999 for assistance.