ITS Helpdesk

Welcome to the Helpdesk!

The ITS Helpdesk is a centralized support center for all students, staff and faculty on campus. The Helpdesk provides break/fix technical support for college-owned computers, printers, and related hardware. It also provides support and a limited repair service for students' personally owned devices. The Helpdesk is also the first point of contact for all other technology-related support, including account issues, networking (wired and wireless), cloud storage, as well as the 13 public computer labs and their associated printers across campus.

Contacting the Helpdesk

- **Client Portal:** visit [go.carleton.edu/helpdesk](go.carleton.edu/helpdesk) to search for your issue or request and submit a ticket.
- **Phone:** 507-222-5999 (x5999 from on campus) Phone is best for time-sensitive requests.
- **Chat:** visit [go.carleton.edu/helpdesk](go.carleton.edu/helpdesk) for link to live chat during open hours.
- **Email:** helpdesk@carleton.edu Any email sent to this address automatically opens a support ticket that routes through the Helpdesk.

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.

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 – 1:00 am (phone line opens at 7:30am)
- Fri: 8:00 am – 9:00 pm (phone line opens at 7:30am)
- Sat: 10:00 am – 9:00 pm
- Sun: 10:00 am – 1:00 am

**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 – 10:00 pm
- Fri: 8:00 am – 6:00 pm
- Sat: 10:00 am – 9:00 pm
- Sun: 10:00 am – 10:00 pm

**During Break:**
ITS does not staff the Research/IT desk during breaks due to reduced staffing levels. All break support is provided from the the main ITS Helpdesk in the CMC. However, staff can be called to the Library as needed. Please call x5999 for assistance.