Help Desk

ITS provides a number of support options to students, faculty and staff. These include assistance through email, by phone or in person. Often, help can be found by checking out our FAQs [1] or our documentation [2].

ITS has created a single User Services team to provide hardware and software support services for all campus constituents. Previously, there were multiple groups within ITS that provided support based on whether you were in an academic department or an administrative department. The new User Services team has consolidated those groups with the intent on providing consistent hardware and software support across campus.

Faculty and Staff

- Contact the ITS Help Desk at (518) 388-6400 or by sending email to helpdesk@union.edu [3].
- To submit a support ticket visit http://helpdesk.union.edu/ [4]

Students

Requests for assistance may be made online or via telephone. A response should be received within 48 hours.

- Problems with MyResNet (Campus Housing internet): If you have any questions, you can contact Apogee for help 24/7 via online chat at MyResNet.com [5] or call 855-813-7010. You can also send Apogee an email at support@myresnet.com [6], or text ?ResNet? to 84700 and a support representative will get in touch with you.
- Problems with student access on campus: Please contact the ITS Helpdesk at 518.388.6400 or email helpdesk@union.edu [3].
- Assistance with hardware or software problems is provided by USTAR [7], the student-run technical support program providing assistance to students by students. USTAR can be reached at 388-7096.

Source URL: https://its.union.edu/help-desk

Links:
[1] https://its.union.edu/faq-page
[2] https://its.union.edu/documentation
[3] mailto:helpdesk@union.edu
[6] mailto:support@myresnet.com