Faculty and Staff Support

The Information Technology Services (ITS) department centralized Helpdesk provides software and hardware support to the Campus Community. The Helpdesk was designed for two purposes. First, to provide an easy to use tool that serves as a single point of contact for you to report problems or ask questions about computing systems, your office computer, or other equipment and software. Secondly, by logging your request into our Helpdesk database, all of our staff can monitor, research, and contact you with a resolution more efficiently. The Helpdesk is staffed by full-time ITS employees. The hours of operation are Monday- Friday 9:00 am through 4:30 pm, including lunch.

The helpdesk is located in Steinmetz Hall room 101. You may stop in with your questions or call the helpdesk at extension 6400. You can also send an email to helpdesk@union.edu [1] or logging in at http://helpdesk.union.edu [2] website and enter a work order.

When going to the help desk website for the first time, you will be prompted to login to the system: Your username is your Union College username and your initial password has been set to changeme. After you login, you will be asked to change your initial password immediately.

Source URL: https://its.union.edu/help-desk/faculty-and-staff-support

Links:
[1] mailto:helpdesk@union.edu