

User Support Services

Help Desk Support – Walk ins

Open 8:30am - 10pm, seven days a week

The Help Desk will be more than happy to look at your laptop or mobile device, and answer any technical question(s) you may have.

You can also find technical answers on-line at the **Quick Reference Guide:**
<http://www.hamilton.edu/information-technology-services/quick-reference-guide/qrg>

If you arrived after hours you can contact the Help Desk by e-mail helpdesk@hamilton.edu or by phone x4181, we will contact you when we are open on the next business day.

Instructional Support – Camera Loan x5023

Open 5pm - 7pm, seven days a week

Priority of use is for entire classes of students in HILLGroup supported courses fulfilling faculty assigned projects entire classes of students in non-HILLGroup supported courses fulfilling faculty assigned projects and students working on independent study projects with faculty.

If in a class not supported through HILLGroup, please have your professor e-mail mpc@hamilton.edu with a list of the names of the students with permission to use the cameras, a brief description of the assignment, and the project due date. We will loan these resources if they are not already committed to another course.

If you or your professor have any questions,
please e-mail MPC@hamilton.edu or visit
<http://www.hamilton.edu/information-technology-services/camera-loans>

Audiovisual Support at the Help Desk

Open 4pm – 10pm Monday - Friday & 6pm-10pm Sunday

Audiovisual Services provides an on-call student to support AV needs at the Help Desk Sunday – Friday evenings. During normal office hours, on-call students work out of the AV office. The AV office is open 8:30am – 12pm and 1pm – 4:30pm M-F and is located within the main ITS offices in room 363. Call x4120 or e-mail mhuntley with your support needs.

Classroom emergency support, Call #600

The #600 phone number is designed to give those calls priority at the Help Desk. This number is only active on the Technology Enhanced classroom phones, and should only be used when a technology problem is occurring during a class or presentation.