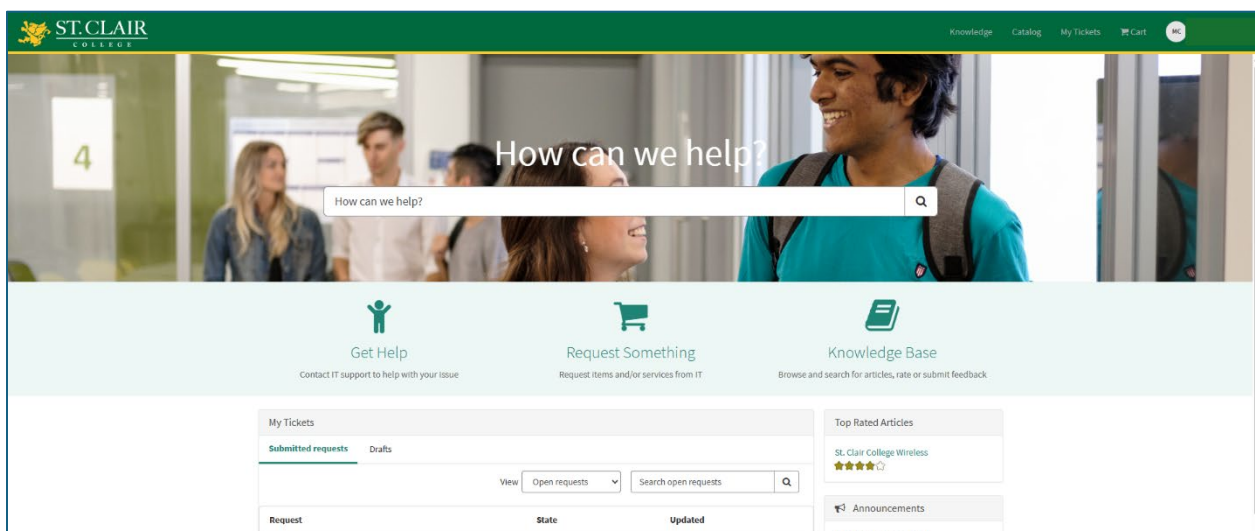
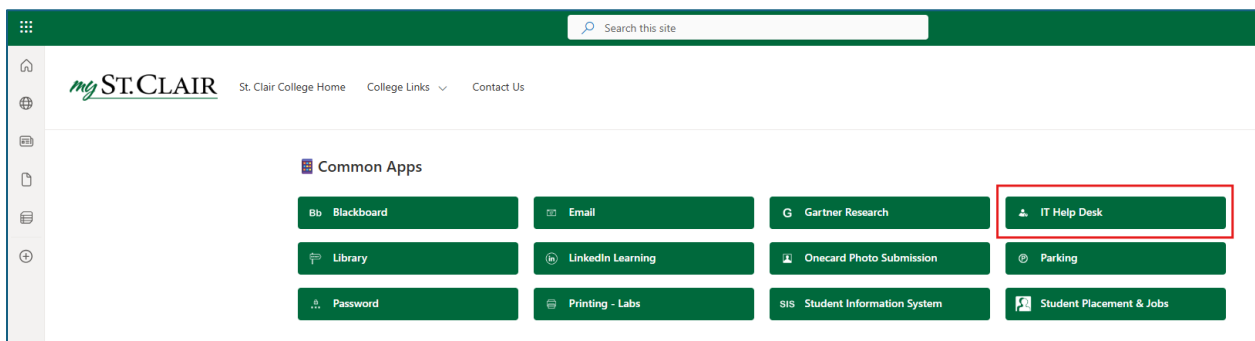


How to Contact the IT Services Help Desk

When you have a problem with a computer in a lab or classroom, can't access a College system properly, or can't connect to the wifi, there are several ways that you can get assistance from the IT Services Help Desk.

Self-Help

If you are able, you can create your own problem ticket (Incident) from the [MyStClair Portal](#). Look for the "IT Help Desk" tile and click on it. This will bring you to the [Self-Help portal](#), where you can create a ticket, make a request or browse the Knowledge Base. You can also see your previous tickets. **When submitting a problem ticket, make sure you provide as much information as possible**, including any specific error messages, and what you were doing when the error appeared. Also make sure to provide contact information – phone number and preferred email address so an IT Services technician can contact you.



Create Incident

Create an incident record to report and request assistance with an issue you are having

Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of progress.

* Indicates required

* Urgency ?

-- None --
▼

* Campus

▼

* Issue location

* Preferred Email

Preferred email
✉

* Preferred Phone Number

Preferred phone number

* Please describe your issue below ?

📄 Save as Draft

Submit

Required information

Urgency
Campus
Issue location

Preferred Email
Preferred Phone Number

Please describe your issue below

By Phone

If you prefer to talk to someone, there are 2 options. First, is the option of calling the IT Help Desk. Their information can be found at the bottom of the IT Insights Newsletter. You can call them from a college phone by using **extension 2500** directly. You can also call from your mobile phone by dialing **519-966-1656 and then using 2500**.

The hours of operation are **Mon-Thu 7:30am to 8:00pm and Fri 7:30am to 7:00pm**.

In-Person

If you prefer to speak to someone in person, you can visit the **IT Help Desk office in room A2520** in the Main Building of South Campus. Located on the 2nd floor, near the Welcome Center.

They will try to answer your question on the spot, and if they can't resolve it themselves, they will open a problem ticket to have our IT Services technicians review the issue further.