

Office of Information Technology

The Office of Information Technology (OIT) is a dedicated service desk for all college employees. OIT's experienced staff is responsible for supporting the following:

- Hardware issues related to assets **owned by the College** (OIT does not support any hardware that is not owned by the College)
- Software troubleshooting and installation
- Account creation for Information System ID (e-mail, Brightspace, wireless access, Banner)
- Password resets Information System ID (e-mail, Brightspace, wireless access, Banner)
- Telephone related issues
- Banner programming, report and technical support requests

The following methods can be used to request support:

- 1) Submit an online help desk request - This is the preferred method for contacting OIT for technical support. The online form can be accessed 24 hours a day at <https://helpdesk.niagaracc.suny.edu>.
- 2) Call the Help Desk - The Help Desk can be reached at 716-614-6730 Monday through Friday from 8:00 am until 4:00 pm (Summer hours, mid May to late July, Monday thru Thursday from 8:00 am until 5:00 pm). If the staff are assisting other users and unavailable to answer the phone, then leave a message and a representative will return your call.
- 3) Visit the Help Desk - The Help Desk is located in A131. The Help Desk is staffed Monday through Friday from 8:00 am until 4:00 pm (Summer hours, mid May to late July, Monday thru Thursday from 8:00 am until 5:00 pm). This is the preferred method of support **for account access issues**. Have your college identification available for account issues.
- 4) E-mail the Help Desk – An e-mail can be sent to helpcalls@niagaracc.suny.edu 24 hours a day. This is not the preferred method of contact and should be used only if the online form is not accessible.