SUNYIT has two helpdesks: the **IT Helpdesk** and the **SLN HelpDesk**. Information about each is provided to guide you.

## IT Helpdesk

The ITS Helpdesk is the gateway for technical support of campus and network resources including:

- Banner
- Blogs
- Citrix remote application server
- Classroom technology and computer labs
- Helpdesk System
- All Network and telephone connections
- Network directories
- SITNet ID
- SUNYIT E-mail
- SUNYIT Website, Catalog of SUNYIT courses on SLN website

**Helpdesk Location:** Cayan Library, Ground Floor  
**Hours:**  
Monday-Thursday 8 am - 9 pm  
Friday 8 am - 5 pm  
Saturday 10 am - 5 pm  
Sunday 1 pm - 9 pm  

*When classes are not in session (recess and breaks), it is open Monday – Friday, 8 am - 4 pm.*

**Phone:** (315) 792-7440  
**Fax:** (315) 792-7517  
**E-mail:** helpdesk@sunyit.edu  
**Website:** [www.sunyit.edu/its/helpdesk](http://www.sunyit.edu/its/helpdesk)  
**Ticket system:** helpdesk.sunyit.edu (Login with SITNet ID)

## SITNet ID

Every member of the college community (faculty, staff and students) receives a computer account, called the SITNet ID, to access computer and network resources. Your first login to the Banner system runs you through a process that activates your SITNet ID. It will be ready to use within an hour after it has been activated.

The IT Helpdesk provides **all support for the SITNet ID**. When e-mailing the IT Helpdesk, be sure you include your contact information and a detailed description of the issue.

Online help for your SITNet ID and for logging in is also available on the SUNYIT website under Current Students and Online Learning tabs; and on the ANGEL login page.
SUNYIT E-mail
SUNYIT uses Google apps for campus e-mail, calendar, contacts and so forth. Each resource has a Help link for using the resource. Please do not send confidential information like passwords, Social Security Numbers, grades via email. Students are required to SUNYIT e-mail for college related communications with offices, staff and faculty.

Citrix
The applications on Citrix can be run over the Internet.

Computer Labs
Open computer labs (both Windows and Macintosh) are available for students to use. Some departments have their own specialized computer labs as well.

Classroom Instructor Stations
Most classrooms on campus have an instructor station and projector. Many also have multimedia capability to enable you to connect your laptop to the presentation system as well as via a standard VGA and mini-stereo plug for your particular laptop. Connections instructions are provided in each room.

SLN HelpDesk
SUNYIT’s Learning Management System (ANGEL) is operated by the SUNY Learning Network (SLN). Students should contact the SLN Helpdesk for ANGEL for all technical issues related to the ANGEL system.

The SLN Helpdesk has evening and weekend hours and can be reached by email, phone, website and online Footprints ticket. Always use your SUNYIT e-mail address when emailing and submitting a Footprints ticket.

<table>
<thead>
<tr>
<th>Hours</th>
<th>Monday-Thursday 8 am - 9 pm</th>
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<th>Saturday 1 pm - 5 pm</th>
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Phone: 1 (800) 875-6369, option 1 (toll free within the US)
E-mail: SLNsupport@itec.suny.edu
Website: http://sln.suny.edu/help/help_overview.shtml
(Click the HELP REQUEST button to submit a Footprints ticket)