CONTACT SUPPORT

Contact Support



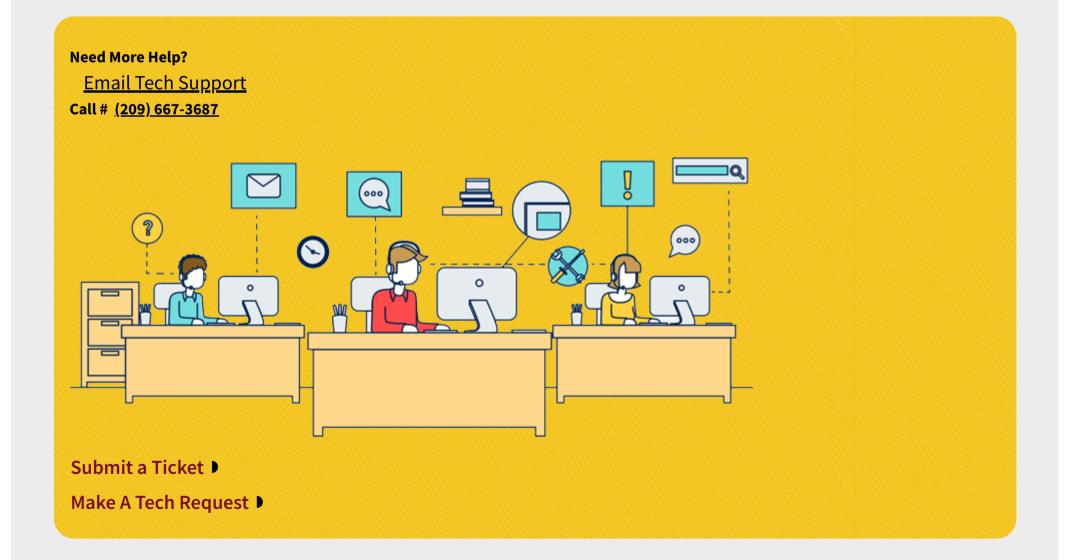
Contact Information

<u>(209) 667-3687</u>

TechSupport@csustan.edu

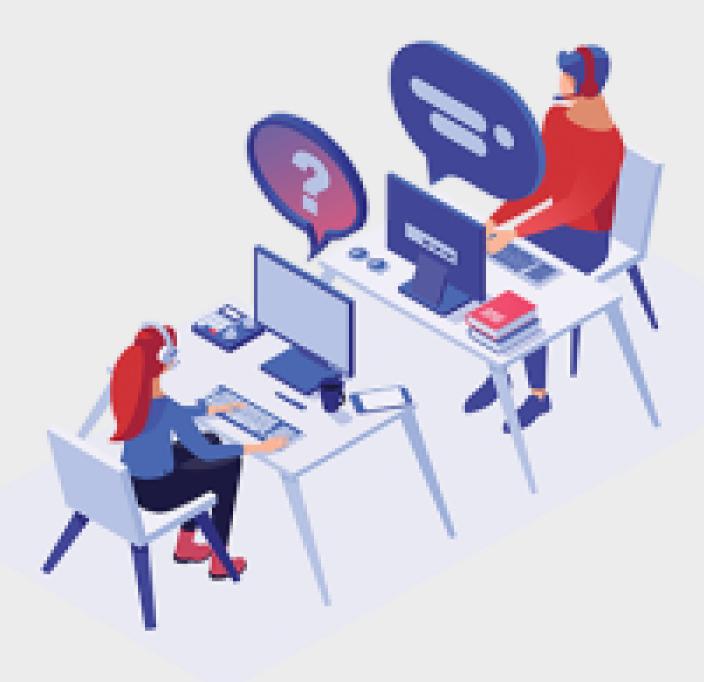
Submit A Ticket

Division of Business & Finance





https://www.csustan.edu/oit/contact-support



Contact OIT Technology Support

Support by phone, web, chat tool and remote session remain available during our normal business hours. Equipment checkouts are available for pick up at the Technology Support Desk in L256, second floor of the library building.

You may report issues and open a ticket by calling, emailing, or submitting a ticket on TeamDynamix.

OIT TeamDynamix Client Portal •

Faculty and Staff

MSR 120A

Services: In-Person/Phone/Remote/Chat

MSR Building: See Building #27: <u>Map</u>

Phone: (209) 667-3687

E-mail: <u>TechSupport@csustan.edu</u>

Regular Academic Service Hours

• In-Person Support 8 a.m. to 12:00 p.m., Monday - Friday

https://www.csustan.edu/oit/contact-support

Phone/Chat/Remote Support (L256)
7:45 a.m. to 8 p.m., Monday - Thursday
7:45 a.m. to 5 p.m., Friday

Non-Instructional/Summer Service Hours

• In-Person Support 8:00 a.m. to 12:00 p.m., Monday - Friday

Students

Library 256

Services: In-Person/Phone/Remote/Chat

Library Building: See Building #1: $\underline{\mathsf{Map}}$

Phone: (209) 667-3687

E-mail: <u>TechSupport@csustan.edu</u>

Regular Academic Service Hours

General Technology Support
7:45 a.m. to 8 p.m., Monday - Thursday
7:45 a.m. to 5 p.m., Friday

Non-Instructional/Summer Service Hours

• General Technology Support 8:00 a.m. to 5 p.m., Monday - Friday

Submit A Support Ticket •

Make A Tech Checkout Request •

https://www.csustan.edu/oit/contact-support



Maintenance Window

Network Maintenance: 6:00 a.m. - Noon (First Sunday of Each Month)

Server Maintenance: 12:00 a.m. - 6:00 a.m. (Every Friday)

PeopleSoft Maintenance: 8:00 p.m. - Midnight (Every Thursday per the CO)

The monthly maintenance program is a preventive measure that is essential to providing stable and secure systems to the University. No maintenance scheduled start of the semester, finals, and year-end.

Learn More

Updated: April 25, 2024