Campus Resources: IT Help Desk and Technical Support

Document Title	IT Help Desk and Technical Support Guide
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1. Overview

The Division of Information Technology (IT) at Westfield State University provides comprehensive technical support to all students, faculty, and staff. Our mission is to empower the university community by providing reliable, efficient, and accessible technology resources and services. The IT Help Desk is the first point of contact for all technology-related inquiries, issues, and service requests. This document outlines the services offered, hours of operation, and guidelines for accessing technical support at WSU.

2. Services and Resources

Our team is committed to supporting your academic and administrative activities by offering a wide range of services:

Technical Support

- **Hardware Troubleshooting:** Assistance with diagnosing and resolving issues with personal computers, laptops, and mobile devices.

- **Software Support:** Installation, configuration, and troubleshooting of university-licensed software and applications.

- **Network Connectivity:** Support for connecting to the campus Wi-Fi (WSU-Secure) and wired networks.

- **Password Resets:** Assistance with resetting forgotten passwords for university accounts.

- **Virus and Malware Removal:** Diagnosis and removal of malicious software from personal devices.

Software Availability

Westfield State University provides a variety of software applications to students at no cost. These include:

- **Microsoft Office 365:** Word, Excel, PowerPoint, OneNote, and Teams.

- **Adobe Creative Cloud:** Photoshop, Illustrator, InDesign, and Premiere Pro (available in designated computer labs).

- **MATLAB and Simulink:** For engineering and science students.

- **SPSS:** Statistical analysis software for research.

Network Access

- **WSU-Secure:** The primary wireless network for students, faculty, and staff. Requires WSU credentials for access.

- **WSU-Guest:** A limited-access wireless network for campus visitors.

- **Wired Network:** Available in all residence hall rooms and academic buildings for high-speed internet access.

Computer Labs

WSU maintains several computer labs across campus, equipped with the latest hardware and software. These labs are available for general use and for scheduled classes.

- **Library Commons:** Open $24/7$ during the academic year.

- **Science Building, Room 101:** Specialized software for science and engineering students.
- **Arts and Humanities Building, Room 210:** Equipped with high-end graphics and video editing software.

3. Location and Hours of Operation

- **Location:** Library, First Floor, Room 123
- **Phone:** (555) 123-4567
- **Email:** helpdesk@westfieldstate.edu

Day	Hours
Monday - Friday	8:00 AM - 8:00 PM
Saturday	10:00 AM - 4:00 PM
Sunday	12:00 PM - 4:00 PM

Hours may vary during holidays and summer break. Please check the university website for the most up-to-date information.

4. Fees and Costs

Most services provided by the IT Help Desk are free of charge to the WSU community. However, some services may incur a fee:

- **Hardware Repair:** While we do not perform hardware repairs, we can diagnose issues and recommend a local vendor. Diagnostic services are free.
- **Printing:** Printing services are available in all computer labs and the library. Students are given a printing allowance of $25 per semester. Additional printing can be purchased online.

5. How to Access Services

- **Walk-in:** Visit the Help Desk during our hours of operation for in-person assistance.
- **Phone:** Call us for immediate support with urgent issues.
- **Email:** For non-urgent requests, send an email to our support address. We aim to respond within one business day.
- **Online Portal:** Submit a support ticket through the WSU IT Support Portal for tracking and updates on your request.

6. Policies and Guidelines

- **Acceptable Use Policy:** All users of university technology resources must adhere to the WSU Acceptable Use Policy.
- **Personal Devices:** While we provide support for personal devices, our primary focus is on university-owned equipment and software.
- **Data Backup:** It is the responsibility of the user to back up their data. The IT Help Desk is not responsible for any data loss.

7. Contact Information

- **IT Help Desk:**
    - Phone: (555) 123-4567
    - Email: helpdesk@westfieldstate.edu
    - Location: Library, Room 123
- **Network Operations Center:**
    - Email: noc@westfieldstate.edu

8. Frequently Asked Questions (FAQ)

Q: How do I connect to the campus Wi-Fi?

A: Select "WSU-Secure" from the list of available networks and enter your WSU username and password.

Q: I forgot my password. What should I do?

A: You can reset your password online through the WSU Account Management Portal or by visiting the Help Desk with a valid photo ID.

Q: Can I get help with my personal computer?

A: Yes, we provide troubleshooting and software support for personal devices. However, we do not perform hardware repairs.

Q: Is the Adobe Creative Cloud available for all students?

A: Adobe Creative Cloud is available on designated computers in the Arts and Humanities Building computer lab. It is not available for personal installation.

9. Revision History

Version	Date	Author	Summary of Changes
1.0	August 15, 2023	IT Communications	Initial document creation.
1.1	October 28, 2023	IT Help Desk	Updated hours of operation and added FAQ section.

This document is maintained by the Division of Information Technology. For questions or feedback, please contact the IT Help Desk.