

IT Support

Version 13

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ITS can assist with passwords issues, computer and network problems, application installs and problems, audio/visual equipment, printing problems, mobile devices and any other technical issues.

A Service Desk is located at the King, Newnham, and Seneca@York campuses for convenience and support to our students and employees. [Contact ITS](#) via the Service Desk (phone, email, web or walk-in) to ask questions, report problems or log service requests.

To submit a service request, please send an email to [Service Desk](#).

Service standards

Service calls received will be assessed, assigned a Call Number and a priority as outlined in our

[ITS Service Standards](#)

Remote troubleshooting

Service Desk analysts can diagnose computer problems by accessing your computer remotely. At the College, each computer has a remote desktop software client installed. This will allow Service Desk analyst to request permission to view and interact with your computer over the Internet.

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