

Information Technology Services (ITS) Work Order Requests

The following methods are available for contacting the ITS Help Desk:

Online Web Forms

Using a web browser, such as Netscape, Internet Explorer or Lynx, go to the following URL:

<http://www.csufresno.edu/ITS/wo/default.html>

On the forms page, you can request these ITS services via specialized forms:

Accounts:

- ❖ Faculty/Staff Email
- ❖ Administrative Access (SIMS/R, FAMS, etc.)
- ❖ Meeting Maker
- ❖ Email Passthrough
- ❖ LISTSERV
- ❖ Campus Department or Student Organization Web Server

Account Services:

- ❖ Change Web Server Account Owner or Developer
- ❖ Increase Web Server Account Quota
- ❖ Administrative Access Account Password Reset
- ❖ Add Voicemail to an On-Campus Telephone Extension

For services not listed, click Work Order in the list on the left of the form page or go to:

<http://www.csufresno.edu/ITS/wo/generalworkorder.html>

Email

Send email to help@csufresno.edu

Telephone

ITS Help Desk agents are available via telephone seven days a week between 7:00 AM and 10:00 PM by calling 278-5000.

In Person

The ITS Help Desk in McKee Fisk 150 is open Monday through Friday from 8:00 AM to 12:00 PM and from 1:00 PM to 4:00 PM.