
HelpDesk Service Level Agreement for Students

This document covers the policy for providing support through the HelpDesk. The Technology HelpDesk is located in 2A-306D, and also operates the IT Doctor located on the first floor of the Library near the Library Reference Desk.

By outlining these policies and channeling requests for support through the HelpDesk, we hope to provide better service, have an accurate profile of user training needs, and demonstrate the appropriate level of staff needed to handle the volume of requests.

Methods of Contact:

The HelpDesk acts as a central point of contact for all technical support issues. Students may submit requests online, by sending an e-mail to helpdesk@csi.cuny.edu, or by calling 718-982-HELP (4357). Please note that due to staffing limitations, phone support may not be immediately available at all times. If phone support is not available, please leave a voicemail with your full name, phone number, department, room location, and a brief description of the issue. Voicemails and emails will be replied to within 24 business hours.

Hours of Operation:

When classes are in session, assistance is available at the HelpDesk from 8:00 AM to 7:00 PM from Monday through Thursday, 8:00 AM to 5:00 PM Friday, and 9:00 AM to 5:00 PM Saturday, except when the College is closed due to holidays, College closings, or inclement weather. Phone coverage may not be available at all times due to staffing limitations. [Click here](#) for an up to date list of hours and locations. Requests can also be submitted by sending an email to helpdesk@csi.cuny.edu.

Responsibilities of the Office of Information Technology Services

The Office of Information Technology Services HelpDesk will document all inquiries and requests in our ticketing system.

Responsibilities of Those Making a Request

In contacting the HelpDesk, users must provide the following information:

- Complete contact information (first and last name, date of birth, and EMPLID number)
- A clear and specific description of the problem or request, including information regarding any error messages you may have received.
- If the user has been contacted by the HelpDesk and has not responded after three (3) attempts within a one (1) week period, the ticket will be closed and no further follow-up from HelpDesk will be made.

- The HelpDesk can only service computer equipment that is owned by the College and has the appropriate CUNY barcode tag on the device. The HelpDesk cannot operate or service faculty, staff, or students' personal computer equipment.

SLAS/Email Password Resets:

SLAS password reset could be done in the following ways:

- Online:
 - To access the SLAS Self Service Password Reset: <http://slasreset.csi.cuny.edu>
This website will allow you to unlock and reset your SLAS (email) account using either security questions or a verification code sent to an email address you had previously entered when setting up this service.
- In Person:
 - User would go to the HelpDesk in 2A-306D or the IT Doctor in the Library, and present the Help Desk Analyst with a valid form of identification (Dolphin Card or Government Issue ID).
- By Phone:
 - For security reasons, the HelpDesk cannot reset passwords by phone.