

There are two help desk that support different resources for SUNY Poly. The table gives an overview of each help desk and what it supports.

Contact	ITS Help Desk	Open SUNY Help Desk
For What	SITNet ID, SUNY Poly E-mail, Banner, Blogs, Citrix, Classroom computer consoles, computer labs, campus network connections including wireless and Residential Network (ResNet), campus telephone connections, student discounts on hardware and software.	Blackboard and the Collaborate webinar application in Blackboard.
Phone	(315) 792-7440	1 (800) 875-6269, option 1 (<i>toll free within US</i>) (518) 320-1889 (<i>direct</i>)
Email	helpdesk@sunyit.edu	OpenSUNYHelp@suny.edu
Website	https://sunypoly.edu/its/helpdesk	http://open.suny.edu/support/contact-us/current-students/
Online ticket	helpdesk.sunyit.edu	Online (Footprints) ticket
Normal Hours	http://www.sunyit.edu/its.helpdesk Hours subject to change.	Mon-Thurs 8 AM-9 PM, Fri 8 AM-5PM SAT 10 AM-5 PM, SUN 1-9 PM
Summer & Breaks	MON-FRI 8 am - 4 pm	

Additional information about each help desk is provided below and on following pages.

Information Technology Services (ITS) Helpdesk

The SUNY Poly ITS Helpdesk is the gateway for technical support of campus and network resources which include:

- Banner
- Citrix server
- Classroom computer consoles
- Computer labs
- Helpdesk System
- All Network and telephone connections including the Residential Network (ResNet) and wireless
- Network directories
- SITNet ID
- SUNY Poly E-mail
- SUNY Poly Website

SITNet ID

Every member of the college community (faculty, staff and students) receives a computer account, called the SITNet ID, to access computer and network resources. Your first login to the Banner system runs you through a process that activates your SITNet ID. It will be ready to use within an hour after it has been activated.

The ITS Helpdesk provides **all support for the SITNet ID**. When e-mailing the ITS Helpdesk, be sure you include your contact information and a detailed description of the issue.

Online help for your SITNet ID and logging in is available on the SUNY Poly website under the Current Students and Online Learning tabs; and on the Blackboard login page.

SUNY Poly E-mail

SUNY Poly uses Google apps for campus e-mail, calendar, contacts and so forth. Each resource has a Help link for using the resource. Please do not send confidential information like passwords, Social Security Numbers, grades via email. Students **are required** to use their SUNY Poly e-mail for college related communications with offices, staff and faculty. SUNY Poly E-mail addresses end in **@sunyit.edu**.

Citrix

The applications on Citrix can be run over the Internet.

Computer Labs

Open computer labs (both Windows and Macintosh) are available for students to use. Some departments have their own specialized computer labs as well.

Classroom Instructor Stations

Most classrooms on campus have an instructor station and projector. Many also have multimedia capability to enable you to connect your laptop to the presentation system as well as via a standard VGA and mini-stereo plug for your particular laptop. Connections instructions are provided in each room.

Wireless Connections

Wireless access is available in all buildings on campus. Please stop in at the ITS Helpdesk service counter to get your wireless device set up for access.

Discounts

SUNY Poly is partnered with Apple, Hewlett Packard, Dell and e-academy to offer substantial educational discounts to SUNY Poly students. For more information, visit <https://sunypoly.edu/its/software/students>

Open SUNY Help Desk

SUNY Poly uses the Open SUNY Blackboard system. Open SUNY has its own help desk for Blackboard and for the Collaborate webinar application within Blackboard.

Blackboard users need to contact the Open SUNY Help Desk for help and issues using the system. They have evening and weekend hours and can be reached by email, phone, website and online Footprints ticket.

When emailing and submitting an online ticket, use your SUNY Poly email account so you will be associated with this college.