



# Information Technology

<http://helpdesk.mst.edu>



**Standard service:** No charge



**Premium Service:** \$45 / hour + parts, 1/2 hour minimum

## SERVICES: **NON-CAMPUS OWNED SYSTEMS**

### IT WALK-IN CENTER

### UMR BOOKSTORE MINERTECH

30-minute diagnostic <i>(many issues can be resolved in a few minutes)</i>		
Access to campus IT resources <i>(Wireless configuration, IT Helper Applications, Other)</i>		
User account or other campus connectivity issue		
Spyware and Virus removal: Self-service (media provided)		
Spyware and Virus removal: Full-service		
Apple / Dell warranty repair work		
Software installation		
Hardware installation		
Hardware repair		
Other		

## SERVICES: **CAMPUS OWNED SYSTEMS**

Standard University-owned systems are the responsibility of Information Technology. Systems are maintained and repaired at no cost to faculty or staff when problems arise.

- ☛ Contact the Help Desk at **(573) 341-HELP**
- ☛ Walk-In Center located in the **Curtis Laws Wilson Library**
- ☛ Online Help Request at <https://help.umr.edu>