OIT - Knowledge Base

**IMPORTANT LINKS**

- TELECOMMUTING OPTIONS AND REMOTE OFFICE INSTRUCTIONS
- Software for Home Use
- Academic Continuity and Contingency Planning (Intranet)
- Technical Support for Online Instruction (Announcement)

### Popular Links

<table>
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<tr>
<th>Academic</th>
<th>Hardware</th>
<th>Access</th>
<th>Search</th>
<th>Hours &amp; Contact</th>
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<tr>
<td>Classrooms</td>
<td>Cellphone Purchase</td>
<td>Account Info</td>
<td>Search over 600 Knowledge Base Articles or Browse by Subject.</td>
<td>For support, please contact the OIT Help Desk:</td>
</tr>
<tr>
<td>Instruct</td>
<td>Computer Purchases</td>
<td>Onboarding</td>
<td></td>
<td>- Knowledgebase: <a href="https://confluence.clarkson.edu/display/OITKB">https://confluence.clarkson.edu/display/OITKB</a></td>
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<tr>
<td>The Teaching &amp; Learning Corner</td>
<td>Computer Repair</td>
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<td>- Email: <a href="mailto:helpdesk@clarkson.edu">helpdesk@clarkson.edu</a></td>
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<tr>
<td>Printing</td>
<td>Loaner Program</td>
<td>Password Reset</td>
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<td>- Call: 315-268-HELP (x4357)</td>
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<td>- Walk-in: (2nd Floor ERC - Please observe social distancing protocols at this time)</td>
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<td>Software</td>
<td>E-Waste</td>
<td>Room Reservations</td>
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<td>Summer Hours &amp; During Breaks:</td>
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<td>Moodle</td>
<td>Event - AV Support</td>
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<td>Monday - Friday 8:00am-Noon &amp; 1:00pm-4:00pm</td>
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<td>myCU PeopleSoft</td>
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<td>Phone &amp; Email Support</td>
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<td>Monday – Thursday 7:30am – 7:00pm</td>
</tr>
<tr>
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<td></td>
<td></td>
<td>Friday 7:30am – 5:00pm</td>
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</table>
5 Most Recently Updated Articles

- **PeopleSoft & myCU**
  Jun 22, 2021 • updated by Laura Perry • view change

- **University computer purchase program**
  Jun 22, 2021 • updated by Amber Gordon • view change

- **AppsAnywhere**
  Jun 21, 2021 • updated by Scott Wilhelm • view change

- **University computer purchase program**
  Jun 18, 2021 • updated by Jeff Yette • view change

- **Minimum Computer Specifications**
  Jun 18, 2021 • updated by Jeff Yette • view change

Most Popular Articles

- **OIT - Knowledge Base** 17387
- **Students: Let's Get Tech Course Self Enroll** 597
- **Minimum Computer Specifications** 218
- **Web Space** 188
- **Software for Home Use** 77
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- **Moodle** 61
- **Adobe Connect: Trouble getting room to load** 57
- **Matlab** 44

Other Spaces

Graduate School | GSID | Internal OIT Documentation | DP