Requesting an appointment with Technology Services

Step 1 – Registering an account (steps 1-3)

To request an appointment with Technology Services please go to http://chss.montclair.edu/tech/ and click on the green banner as seen below.

If the “pop-up” is a bit small and you need more screen space you can also request an appointment directly at http://appointment.com/chssts

Step 2

When visiting for the first time you will need to click on “Register as New User”
**Step 3**

Type your information and please use your Montclair State University e-mail account. Click “Sign Up”

This will generate an e-mail to the account you have provided with your user name and temporary password which you should change once you login for the first time.

This password can and should be changed after logging in by going to "My Account" and "Profile"

To manage your account; change password, etc. go directly to https://www.appointment.com/chssts

**Step 4 – Requesting an appointment**

When requesting an appointment you will need to select the following fields:

*Location/Department* – this pertains to where you will go for support (*Dickson Hall 337* for our on campus faculty and staff and *1515 Broad Street* for those operating out of that off-campus location)

*Available Services* – Please select one of the following:

  - Technical Support – general “this doesn’t work” questions
  - Training/Orientation – training on how to use a particular piece of technology
  - Maintenance/Reimaging – restoring your computer to its default/original state
Service Provider – This will be prepopulated based on your first choice above and it refers to (again) where you will show up for your appointment

Dickson Hall 337 or 1515 Broad Street

Available Days/Times – select date and time you would prefer to meet with us

Provide as much information as you can to the nature of your issue (please answer all three questions) & click on “BOOK” which will submit your request. You will receive an automatic e-mail summarizing your request.

IMPORTANT

Please note that this is NOT a confirmation, but only a request. Confirmation e-mail will be sent to you once we have actually confirmed your request for that particular date and time.