



**RESPONSIBILITIES OF
CEHS Technology Services & the MSU Office of Information Technology**

CEHS Technology Services Responsibilities

Academic Year Hours: Monday – Thursday 8:30 am – 5:30 pm, Friday 8:30 am – 5:00 pm
Saturdays and Sundays - Closed
Summer Hours: Monday – Thursday 8:00 am – 5:30 pm
Fridays, Saturdays, and Sundays - Closed
Phone Number: 973-655-4457

- All hardware and/or software purchases
- All technical support for computers and printers (including but not limited to: email, viruses, passwords, local or network printing, etc.)
- All hardware and software installations
- All diagnostic and troubleshooting classroom equipment (podium connections, touch screens, projectors, DVD players, etc.)
- Local computer support needs (ex: I would like my screen resolution set to...)
- Web edits (video uploads, faculty profile pages, etc.)
- Google Calendar support

University Office of Information Technology Responsibilities

Academic Year Hours: Monday-Friday 7:00 am – 9:00 pm
Saturday 8:00 am – 5:00 pm
Sundays Closed
Summer Hours: Monday-Thursday 8:00 am – 9:00 pm
Friday and Saturday 8:00 am – 5:00 pm
Sundays - Closed
Phone Number: 973-655-7971

- All software requests for public labs (ex: Food works, etc.)
- Blackboard issues and training. To schedule a training session, click [here](#).
- WESS accounts and issues
- Galaxy accounts and issues
- All other training needs (ex: Word, Excel, etc.)
- All after hours support (see above stated CEHS Technology Services Hours)