

CALL 7TECH(8324)

Exciting News for Faculty and Staff

IT 4 FIT has established a **dedicated** Faculty and Staff technology support model that enhances self-service opportunities including a dedicated phone number to the help desk.

Faculty and staff can now call **7TECH (78324)** for focused, high quality technical support.

A revised phone message provides users with the following selections

1. Information for resetting or changing your password.
2. Contact the Suny Angel Help Desk
3. Contact Academic Computing to ask a question about FIT computer classrooms or Open Lab
4. Contact Facilities to report an environmental problem in a classroom or office
5. Access the FIT Phone Directory
6. Contact Telecom to report a problem with your telephone, voice mail or cabling
7. Contact IT to report a problem

In addition, we have established and enhanced other communication tools.

We have expanded the hours of the Campus Technology Support Center in 305B (8:30am-10pm)

We have updated the [MyFIT](#) home page to help you reset and/or change your password

We have created a new customer service [self-help](#) website to provide technical support

Login to [MyFIT](#) to access additional technology support options. You must be logged into [MyFIT](#) to access the following areas:

[AskIT](#) is available to ask a technology oriented question or to tell us what's on your mind

Visit the [Technology Development Team \(TDT\)](#) site to review tutorials and schedule training support

Locate [lynda.com](#) in the FIT Web Resources box to view high quality software tutorials

Identify [software](#) available in computer classrooms and labs