Getting Help

ITS Technical Support - 718-951-HELP (4357)

*Information Technology Services (ITS)* – Manages and supports the campus infrastructure (network, phones, desktop computers, software licensing…), classroom technology, campus portal and online apps, and most Computer Labs.

Call ITS if you have a problem or question about any of the following:

- Your office desktop computer and software
- Network and WiFi connectivity
- Campus phone and voicemail
- BC WebCentral Portal and online tools and services
- BC Email and Classmail
- Smart classrooms
- Computer labs
- Laptop carts
- BC website
- CUNYfirst and CUNY Portal *(access only)*
- BC streaming media and audio servers
- Blackboard and Sakai *(access only)*
- Information about Brooklyn College and CUNY site licensed software
- Support for phone/video/WebEx/Skype conferencing

**Available Support Hours:**

8am-11pm: Monday-Thursday
9am-5pm: Friday-Sunday

**Off-hours Support:**

For all problems being reported off hours, including emergencies, always call the Network Support office number (718.951.4501) first. Leave a detailed description of the problem you are reporting, so we have a record of the call, plus your phone number. If you have an emergency, follow up that call by contacting the appropriate cell phone number. Remember that in all cases, the staff member covering the shift may be elsewhere on campus, so it is essential that you provide a complete phone number (not just an extension).

**Library Support**

**Ask a Librarian:**

Phone: 718.951.5628
Email: reldesk@brooklyn.cuny.edu

**Desktop and Software Problems in the Library and Library-Café:**

For all questions and problems regarding computer hardware and software in the Library and Library-Cafe, email alex@brooklyn.cuny.edu or jliu@brooklyn.cuny.edu. For more immediate assistance, call the Systems Dept at 718.951.4868. Your call will be referred to the appropriate staff member. We will attempt to respond to all email and phone calls as soon as possible.

Library Systems office maintains following hours:
Monday – Thursday, from 9:00 AM until 6:00 PM
Friday, from 9:00 AM until 1:00 PM

**Blackboard Support**

Office Location: Brooklyn College Library 3rd Floor (room 382)
Phone: 718.951.4667
Carlos Cruz at: CarlosA@brooklyn.cuny.edu

**Faculty Training and Development Lab**

Room 382 Library, 3rd floor
Phone: 718.951.4634
E-mail: ait@brooklyn.cuny.edu
http://ait.brooklyn.cuny.edu/

**Document, Image, and Media Scanning Service**
If you cannot spare the time to digitize your documents, images, audiotapes, or videotapes, bring them to the Faculty Lab for scanning. Depending on the quantity and format, your media will be scanned within a 48 hour period. For more information, please contact the Faculty Lab by campus telephone at 718.951.4634, or by e-mail: ait@brooklyn.cuny.edu