How to Get Technology Help

All campus technology related questions can be directed in the following 4 ways:

1. Most technology answers on campus can be found on the BSC helpdesk website at this link: http://www.bsc.edu/administration/it/helpdesk/index.cfm
2. Sending an email to helpdesk@bsc.edu is an excellent way to ensure issues are addressed in a timely and accurate fashion by getting requests to IT in writing and in advance of when something is needed.
3. By calling 226-3033 your call can be directed to the appropriate area based on your need.
   - All residence hall computer, cable TV or wireless related problems will be directed to Apogee by selecting option 1. The Apogee helpdesk is available 24x7x365 and can also be reached directly by dialing 1-877-478-8861.
   - All other technology issues will be directed to the on-campus helpdesk by selecting option 2. The on-campus helpdesk hours of operation are 7:30am-4:00pm M-F.
4. You may also create your own tickets by going to https://www.myschoolbuilding.com and follow these steps (first and last steps are only required once).
   - If prompted to enter the Organization Account Number use: 320018762
   - Type in your email address (ex. jdoe@bsc.edu)
   - Select the IT Request tab at the top of the form
   - Fill in the required fields for your issue
   - Note on step 8, a submittal password is required. The first time a request is made, select the forgot password link and your submittal password will be sent to your e-mail address