Where can I get technology assistance?

Some questions can be answered over the phone. Or it may be that a computer has completely failed and a user is unable to enter a Mines Help Center request directly. In these cases our tech-support hotline is available. The direct number is 303.384.2345, or simply dial x2345 from any campus phone.

We are not able to provide hardware support, but we're happy to help diagnose hardware issues and recommend a course of action. In the case of a failed hard drive, we may be able to recover some data.
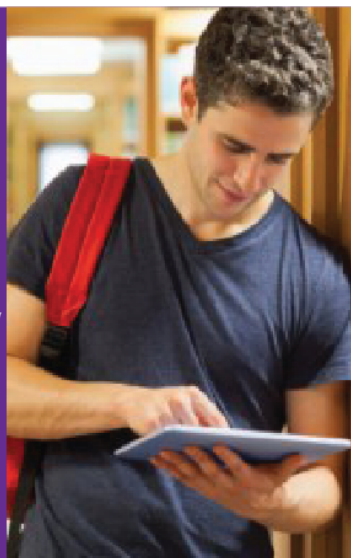
First Come First Served! *Service is available on a first-come, first-served basis.*

The CCIT Technology Support Center (TSC) is located in the Center for Technology and Learning Media (CTLM) Computer Commons, 1650 Arapahoe Street. Here we provide in-person support to students, faculty, and staff for common computing issues that can be resolved in a reasonable amount of time. Student consultants are the primary provider of support. Complex support issues presented by faculty and staff may be rescheduled for an office visit.

Hours of availability: The Technology Support Center is available during regularly scheduled and posted hours. Typical hours are:

Mon-Thu	7 a.m. to 11:45 p.m.
Fri	7 a.m. to 5:45 p.m.
Sat	9 a.m. to 5:45 p.m.
Sun	9 a.m. to 11:45 p.m.

How to request this assistance

Call us (303.384.2345) or visit the Computer Commons (CT 156) during open hours. We will show you how to sign in by opening a Mines Help Center ("Helpdesk") request at helpdesk.mines.edu. If you already have a request open with us, we'll simply look it up. If you need assistance with an issue on personally owned equipment, then we will ask you to sign a damage waiver. Availability of this service depends on the availability of student consultants.

Type of assistance available

We can assist with software installation, virus removal, network connectivity, and password and account issues, among others. Our goal in providing support is to empower you to support yourself. For issues such as software installation, we will work alongside you to help you help yourself, so you need to be present.

Mines Information Technology

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