What can the IT Walk Up Desk in Atkins Library help with?

Tell Me

For personal computer questions, please contact the NinerTech Store in the Student Union. They can help repair personal devices and perform virus removal. More information is available on their Services webpage.

1. The IT Service Desk runs a walk-up location in 140C Atkins Library.
2. The hours are found on help.charlotte.edu
3. The Walk-Up location can help with these common issues:
   a. Library loaner laptops
   b. Networking: wireless, eduroam
   c. Accounts: NinerNET, Duo, password resets, account lockouts
   d. Systems: Canvas, Zoom, VPN
   e. Software Access: GSuite, Microsoft 365, Dropbox, Respondus & Respondus Monitor, Software Center on Windows, Self Service on Macs, software.charlotte.edu
   f. Software Downloads on Personal Computers: we provide limited support for downloading some software applications like SPSS and SAS to personal computers.
   g. Hardware: logging onto university computers including loaner laptops
4. The Walk-Up location will not be able to help with:
   a. Hardware problems on personal computers
   b. Viruses on personal computers
   c. Using specialized software
   d. Mosaic or Mosaic Anywhere computers - please contact the Engineering Help Desk at 704-687-5080
   e. Course questions - please contact your professor
   f. Registration/transcript issues - please contact the Registrar’s Office
   g. Printing issues

Depending on the request, staff may give best effort help especially working getting personal devices connected to a university service.

Related FAQs

- What can the IT Walk Up Desk in Atkins Library help with?
- When is the IT Service Desk open?
- What forms are used for IT requests?
- Who do I contact if I have an IT problem?
- How do I check the status of campus IT systems?