

**Outline of Help Desk  
(phone\email)  
Automation**



User Calls  
Help Desk  
@4840(F&S)  
@5154 (Stud.)  
@5353(Labs)  
@5025(Telecom)

*PRESSING "0" at any time will connect you with a Help Desk associate*

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Press 2 for Students  
Ext.5154

Press 1 for the Automated Help System

Press 1 for Faculty or Staff  
Ext. 4840

Press 2 for a HelpDesk Associate  
ext. 4840

Press 1 for the Automated Help System

Press 2 for a Help Desk Associate  
ext. 5154

For all issues regarding local network access  
please press 1

For e-mail and K.C.C. web access)  
please press 2

For all Software related issues  
please press 3

For all Hardware related issues including Laptops/etc.  
Please press 4

For SIMS/ E-Grading/ Degree Works and/or Internet issues  
please press 5

For Lotus Email issues  
please press 6

For all password, CUNY portal access and Blackboard issues  
please press 1

For general information (including lab hours) please  
press 2

For all College e-mail issues  
please press 3

For issues regarding "E-Sims"  
please press 4

For issues regarding "Degree Works"  
please press 5

For all Wireless Related Questions  
Please Press 6

Continue all with FAQ of specific issues

Continue all with FAQ of specific issues

For Lab scheduling issues, Technical Lab Issues, Additional Lab Reservations and Equipment Requests, Lab Hardware/Software Questions 5353