

# Technology Support Center

## Website

<https://support.appstate.edu/tech-support-center>

## Summary

The Technology Support Center provides comprehensive computer support for App State students, faculty, and staff.

This department's services extend to personally-owned computers, University-owned computers, and wireless devices such as phones, iPads, iPods, and Kindles.

They provide assistance with

- software installation
- hardware diagnostics
- virus resolution
- Internet support
- warranty service (for Dell, Lenovo, and Apple Brands)
- network support and issue resolution (including on-site support for dorms during the evening)
- copier and printer support
- gaming console support
- software discounts
- rental equipment for faculty and staff (laptops, cameras, projectors and screens, podiums, speakers, TVs, PA systems, and tripods)
- student access to SAS, SPSS, and ArcGIS

This department can also assist with Digital Millennium Copyright Act (DMCA) issue resolution and can provide students with the education necessary to avoid these conflicts.

**Eligibility Note:** Basic service is performed on all computers, but comprehensive warranty service is provided for Dell, Lenovo, or Apple according to each manufacturer's warranty terms. In other cases, Technology Support provides hardware diagnostics and recommend replacement parts and service according to the unique circumstances for each case.

## Who can use this service?

Enrolled students and Faculty/Staff employed by App State.

## How do I request this service?

Come by or call the Technology Support Center in room 140 Anne Belk Hall, for computer or portable device support. For portable devices, including laptop computers, you must bring your AC adapter.

If requesting to reserve check-out equipment for a future date, create a Support Request at [tech.appstate.edu](https://tech.appstate.edu).

## Who do I contact for problems or issues?

Call the Help Desk at 828-262-6266, Monday through Friday, 8 a.m. to 5 p.m., or enter a support request at [tech.appstate.edu](https://tech.appstate.edu).

*Internal Data (Requires Login)*

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