WEBVTT
00:01 Hi, everyone
00:02 My name is Gina Doherty, pronouns she, her,
00:05 and I am the director of tech support services.
00:08 Part of tech support is the ITS service desk.
00:11 The service desk is located on the sixth floor
00:13 of Sargent Hall, inside the computer lab,
00:16 which is open every day.
00:18 Technicians are available Monday through Saturday
00:20 if you are having any tech problems.
00:23 We support the entire community
00:24 with any tech assistance needed,
00:27 via walk-in, phone support, email,
00:29 or if needed, we will connect via Zoom.
00:32 Please know we are here to help.
00:34 Some of the more common questions we resolve
00:36 relate to password resets,
00:38 or trouble connecting to the wifi.
00:40 We can also help if you are struggling
00:42 with a course-required application
00:44 or confused about any of your Suffolk systems.
00:47 Please reach out if you have any questions, concerns,
00:51 or need any type of technical advice or support.
00:54 Thank you.