IT Help Desk

The IT Help Desk is here to meet the technological needs of students, faculty, and staff, and specifically to provide assistance with Canvas, Dmail, Online Student Services, Trailblazers wireless configuration, and other technical troubleshooting.

**Location:** Holland Centennial Commons, Second Floor at the Library Entrance

**Phone:** (435) 879-4357 (HELP)

**Email:** helpdesk@dixie.edu

**Website:** http://helpdesk.dixie.edu/

Computers and technology are a necessary part of today’s learning environment and workplaces. Students may need support to succeed in the growing digital world and the ever growing and changing educational technology requirements placed upon them.

The DSU IT Help Desk provides a necessary service to students, faculty, and staff that will help keep them up-to-date with the ever-changing IT services on the DSU campus. It also provides an important role in student retention by adding a valuable service that will show that DSU is dedicated to assisting our students so they can succeed.

Our goal is to make technology work for DSU’s students, faculty and staff, and avoid students, faculty and staff struggling to make the technology work!

**Services provided to students, faculty, and staff:**

**Dixie ID**

- Reset passwords and assist with general login inquiries

**Dmail**

- Answer general inquiries and will escalate to System Administration as needed

**Campus Wireless Access**

- Assist with general inquiries or connectivity issues and will escalate to Network Services as needed

**Housing Connectivity**

- Assist with general inquiries or connectivity issues and will escalate to IT Technicians or Network Services as needed

**Instructure Canvas**

- Answer general student inquiries, help troubleshoot computer issues and will escalate to Instructional Services or other departments on campus as needed

**Campus Prints**

- Assist with student print accounts

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IT Service Center

**Location:** Information Technology Services Building

**Phone:** (435) 879-4860

**Email** servicecenter@dixie.edu

We offer DSU students, faculty and staff technical support for personal computers (must show DSU ID card). We service both Apple and Windows computers.

**Repair Cost:** $30 initial evaluation (first hour) + $30 per hour thereafter (plus sales tax)

**Technical Services**

- Laptop Assistance: Help installing programs, removing viruses and general troubleshooting
- Software Installs: Purchase software from the DSU Bookstore or bring in own software and we will install it
• Virus Removal: We will remove virus/malware from your computer or laptop and install security software if needed
• Hardware Install: Bring in hardware and we will install it
• Hardware Repair: We will repair hardware (quote of actual costs will be given first)
• Computer Tune Up: We will optimize PC hardware and software functionality

Data Services
• Data Backup: we will backup your data on hard drive or external media
• Data Recovery: We will recover deleted files from a drive that is in good working condition