

Help Desk Contacts

These are contacts to university help desk needs at various Penn State University locations. If you are unable to contact someone in your area please refer your concerns to 814-863-1035 or 814-863-2494, call the Help Desk 1-888-778-4010, or write to helpdesk@psu.edu.



When contacting the ITS Help Desks, please be prepared to provide the Help Desk with the following information:

- Penn State Access Account user ID
- Kind of computer (MAC or Windows)
- Operating system (OS X, Windows XP, etc.)
- Name and version of the software program that is malfunctioning

University Park Locations

[Residential Computing](#) (ResCom- From five campus locations assists students living on campus with their information technology needs)

Location	Hours of Operation	Services Available
2 Willard Building 814-863-1035 (Toll-free 1-888-778-4010 within PA)	Mon. - Thurs: 9:00 a.m. to 10:30 p.m. Fri.: 9:00 a.m. to 4:30 p.m. Sat.: CLOSED Sun.: 6:30 p.m. to 10:30 p.m.	Consultants at this location specialize in the following areas:

- Penn State Access Accounts
- access client software
- microcomputer software
- virus detection and prevention
- freeware and shareware
- word processing
- Unix
- disk recovery
- file conversion
- spreadsheets
- drawing and painting packages

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215 Computer Building
814-863-2494

Mon. - Fri.: 9:00 a.m. to 5:00 p.m.
Sat. & Sun.: CLOSED

Consultants at this location specialize in the following areas:

- Penn State Access Accounts
- Calendar Service (Corporate Time)
- access client software
- microcomputer software
- programming languages
- freeware and shareware
- text scanning
- ANGEL
- Unix
- thesis formatting
- statistical packages
- visualization and graphics
- spreadsheets
- numerically intensive computing

Full-time staff members are also available for consultation.

Branch Campus Locations

<p>Penn State Abington CNS Office 236 Woodland Building (215) 881-7675</p> <p>return to the top</p>	<p>Penn State Hazelton Helpdesk (570) 450-3456 http://www.hn.psu.edu/computing/helpdesk</p> <p>return to the top</p>
<p>Penn State Altoona Computer Center 234 Hawthorn Building (814) 949-5363</p> <p>return to the top</p>	<p>Hershey Medical Center Helpdesk (717) 531-6281</p> <p>return to the top</p>
<p>Penn State Beaver Campus IT Coordinator (Eric Marts) 122 Administration Building (724) 773-3569</p> <p>return to the top</p>	<p>Penn State Lehigh Valley Helpdesk (610) 285-5155</p> <p>return to the top</p>
<p>Penn State Behrend Helpdesk 135 Hammermill Building (814) 898-6415</p> <p>return to the top</p>	<p>Penn State McKeesport IT Help Desk 2 Crawford Building (412) 675-9498</p> <p>return to the top</p>

Penn State Berks Computer Center Help Desk

143 Luerssen Building
(610) 396-6195

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Penn State Mont Alto Helpdesk

124B MAC Building
(717) 749-6193

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Penn State Delaware County Computer Services

212 Office Suite Main Building
(610) 892-1297
computersupport@de.psu.edu

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Penn State New Kensington Helpdesk

Blissell Building, basement
(724) 334-6081

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Dickinson School of Law Helpdesk

Trickett Hall Room 014
(717) 240-5008

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Penn State Schuylkill Helpdesk

Classroom Building, ground floor
(570) 385-6212

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Penn State Dubois Help Desk

105 Swift Building
(814) 375-4858
<http://www.ds.psu.edu/computing/>

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Penn State Shenango Help Desk

307 Sharon Hall
(724) 983-2920
<http://www.shenango.psu.edu>

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Penn State Fayette Network Services Office

107 Eberly Building
(724) 430-4163

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Penn State Wilkes-Barre CIS Dept.

104 Technology Center
Phone: (570) 675-9153
<http://www.wb.psu.edu/cis/>

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Penn State Great Valley Computer Center Helpdesk

Main Building - basement

(610) 648-3230

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Penn State Worthington-Scranton IT Services

116 Dawson Building

(570) 963-2551

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Penn State Capital Campus Helpdesk

For PC assistance phone (717) 948-6188

The PAC-ITS CD-ROM is available at the library.

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Penn State York Computer Help Desk

106 Information Sciences and Technology Center

(717) 771-4080

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