

How to request IT/AV service

1. If you need:

Email password reset

Banner password reset

Voicemail PIN reset

Call the Service Desk as usual at X5210

1. If you need anything else, including but not limited to new equipment or equipment relocation, you must generate a service ticket by any one of the following ways:
2. Call the Service Desk at X5210
3. Email: VSU\_Servicedesk@vsu.edu
4. Use Service Desk link on computer desktop

A ticket must be generated for the requested service to be performed.

If you have any questions, please contact me at:

Email: [kkane@vsu.edu](mailto:kkane@vsu.edu)

Phone: 804-524-6966

Jabber: Kelly Kane

Office: L. Douglas Wilder Rm 204

Note: This procedure only applies to Agency 234 staff and faculty. 1/29/2018