

Welcome to ITaP Desktop Computing Services!

Welcome to ITaP Desktop Computing Services! As a new user, we hope this document will provide you with basic computing information that you may need in the future.

Services Provided

- Help desk services provided by the ITaP Customer Service Center staff
- Desktop support provided by our Desktop Computing Services staff
- File space for your [\\H:](#) (home) drive (500 megabytes of space) or shared space
- Exchange email service (1 gigabyte of space)

Getting Started

- To log in to your computer, you will need to contact your hiring supervisor for your “temporary” user name and password
- You can begin to save and store files on your [\\H:](#) (home) drive on shared space

<p>ITaP Customer Service Center Call 49-44000 itap@purdue.edu</p>	<p>Standard Hours of Operation: Monday – Thursday: 7:00 a.m. to 8:00 p.m. Friday: 7:00 a.m. to 6:00 p.m. Saturday and Sunday: Noon to 6:00 p.m. Closed on University Holidays</p> <ul style="list-style-type: none"> • First tier support for desktop issues • Basic problem resolution for email and calendaring issues • Access to business and student services applications • Notification of Computing Services emergency down times. • Web: http://www.itap.purdue.edu/help/
<p>Desktop Computing Services</p>	<p>Hours of Operation: Monday – Friday: 8:00 a.m. to 5:00 p.m.</p> <ul style="list-style-type: none"> • General troubleshooting for standard software packages • Determining software compatibility with operating system • Software installation using remote agents • Hardware diagnostic support • Support for BlackBerry and iPhone devices • Web: http://www.itap.purdue.edu/help/support/desktop/

Communication and News

Scheduled Maintenance or Emergency Service Interruptions

Notification of outages will be distributed through the following means as soon as possible, with periodic updates until service is restored. You may sign up for Outage Notifications at the following URL: <https://www.itap.purdue.edu/infrastructure/operations/change/>

The ITaP System Availability Calendar:

<https://www.itap.purdue.edu/infrastructure/operations/change/calendar.cfm> This system allows users to sign up to receive outage notices for specific announcement forums, departmental applications, enterprise-wide applications, mainframe CICS applications, or University data networks. Users can also view unscheduled outages, scheduled changes, and business-critical dates for IT services.

Technology Coordinators

Your department has assigned a Technology Coordinator to serve as a liaison between your unit and ITaP. This person will communicate changes in ITaP policies and procedures, request account creations and deletions, request email and file storage access changes, assist with new hardware and software purchases, and are available to aid in handling unusual or difficult circumstances not resolved through standard procedure calls to the ITaP Customer Service Center.

ITaP Newsletter

The purpose of our Inside ITaP newsletter is to keep our staff and customers up to date on new initiatives, projects or changes happening in Information Technology at Purdue. Inside ITaP can be found on the ITaP web site at: <http://www.itap.purdue.edu/>. Then click ITaP Newsroom.

Training

The ITaP TLT Consulting and Training group provides training to Purdue University staff and faculty.

A complete class listing and registration information can be found at:
<http://www.itap.purdue.edu/training/>

For More Information:

GoldAnswers Knowledge Base System: www.purdue.edu/goldanswers

ITaP home page: <http://www.itap.purdue.edu/>

BlackBerry support: <http://www.itap.purdue.edu/help/support/desktop/blackberry.cfm>

iPhone support: <http://www.itap.purdue.edu/help/support/desktop/iPhone.cfm>

Workstation Security: <http://www.purdue.edu/securePurdue/>

MS Exchange FAQ: <http://www.itap.purdue.edu/email/exchange/>