ITS Help Desk
Fall 2020 Guidelines

In alignment with University and CDC guidelines, we are making adjustments to the way we deliver support at the ITS Help Desk to ensure continued safety for you and our technicians so we can all #ReignResponsibly. This includes following ODU's Blueprint for Fall Reopening, the Governor's Executive Order 63 (2020) and CDC guidance. Our IT professionals are working diligently and taking all necessary precautions to ensure they are adhering to all published guidelines and may need additional time to safely deliver support to users.

Report the Issue

For all technology issues, contact the ITS Help Desk at 683-3192 or itshelp@odu.edu to open a service ticket. Our technicians are available 24/7 by phone and email. Information can also be found throughout our website or in our Knowledge Base.

Make an Appointment

We will resolve as many issues as we can through email or phone. If in-person or on-site support is required, the Help Desk is open Monday through Friday, 8 a.m. to 5 p.m., by appointment only. To schedule an appointment, visit calendly.com/oduitshelpdesk/help
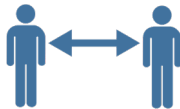
Maintain Proper Distance

In order to maintain social distance, the Help Desk has a maximum capacity of five people at any given time. Floor markers indicate where to stand while waiting for assistance. If the Help Desk is at capacity, we ask that you remain in the hallway (keeping six feet between yourself and others) until you are allowed to enter. Only the person needing assistance should enter the Help Desk. Enter and exit by following the clearly marked pedestrian flow.

Observe Personal Precautions

During a scheduled appointment, technicians will wear a face covering and gloves and will limit any direct contact with your equipment during a troubleshooting session. Plexiglass safety shields are also in place for further protection. Always allow at least six feet between you and the technician and please wear the required face covering. If physical distancing or appropriate personal precautions cannot be observed, we will be happy to reschedule your appointment.

Anyone who is sick, experiencing a fever or other symptoms of COVID-19 must remain at home or otherwise quarantined. See COVID-19 FAQ for more information on self-reporting.