

ITS Help Desk Hours of Operation

Overview

Students, Faculty, and Staff have [a number of different options they can use to contact the ITS Help Desk](#).

The information below shows the hours that the ITS Help Desk is open.

Also review the [ITS Help Desk Response and Resolution Expectations](#).

On this page



Help Desk Closures

The Help Desk is closed on weekends, holidays, and any other times the University is closed (such as during severe weather).

Occasionally the Help Desk is also closed when there's a scheduled departmental meeting. When these closures occur, they are scheduled in advanced, and they are posted on the [Technology Alerts](#) page.

Staffing Schedule

**All times are CST*

Fully Staffed

Monday - Friday
8:00AM to 5:00PM

Limited Staff

Monday - Thursday
5:00PM to 7:00PM (when classes are in session)

On Call

Responds to widespread system outages when the Help Desk is closed.

Face-to-face support

In-person support is available at the ITS Help Desk Walk-in Counter in [Building 79](#), from 8:30 AM to 4:30 PM Monday through Friday.

There is a phone at this counter. Please pick up the phone; it is programmed to call the ITS Help Desk when you pick up the phone.

Classroom Support

Monday - Thursday
8:00 AM to 6:30 PM (when classes are in session)

Friday
8:00 AM to 5:00 PM



ITS Help Desk
UNIVERSITY of WEST FLORIDA