In-person UITS tech support finds a new home in Student Success District

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As many University employees return to their campus offices, it is likely that quite a few are contending with finicky tech devices.

Maybe the office printer that gave you no trouble before you started working from home has decided to stop talking to your computer now that you’re back on campus. Maybe your team has begun using new software that doesn’t play well with your laptop.

Or maybe all those Zoom recordings (or perhaps, and there’s no shame in this, all those photos of your furry “co-workers”) have loaded up your hard drive and you need some help moving them to the cloud.

Either way, you can get the help you need at the 24/7 Lounge [1], University Information Technology Services’ in-person tech support center.

The lounge – which has been in Slonaker House since the fall of 2019 – has a new home [2] in the Student Success District. Located downstairs in the Main Library, the lounge opened its doors on Aug. 2.

With the move, the lounge is closer to related services, such as the Office of Student Computing Resources’ The Zone [3], where consultants are available to help with multimedia projects, and a service desk where the Main Library offer a selection of tech devices [4] that campus community members can borrow.

This means the new location will be a one-stop shop for many of the lounge’s visitors, said Clancey Dollard, director of the 24/7 Support Center.

"We are so excited about our new location at the library," Dollard said. "It is a much more open space than the 24/7 Lounge has ever had, which means our customers will not feel so cramped or claustrophobic. The library aesthetic is more modern and there is a beautiful mural of the desert landscape that Arizona has to offer right by our space."

The lounge not only offers hands-on assistance with campus applications such as email, NetID, UAWiFi, D2L and others, but also has services for personal computers and devices, such as software installation and virus mitigation. Diagnostics and basic fixes can be made at no cost to members of the campus community. More in-depth repairs and services can be arranged through the BookStores Service Center [5].

"We do not want a technical issue to prevent any student or University affiliate from continuously improving and innovating," Dollard added. "If we can remove technical obstacles with which our customers are confronted, then they can be free to become the problem-solvers this world needs to tackle its greatest challenges."

Appointments are not necessary, and starting a request simply involves arriving and swiping your CatCard. The operating hours for the lounge will be the same as the Main Library, which reopened on Aug. 2. The library’s hours vary throughout the semester. Exact library hours [6] can be found on the University Libraries website.

For help outside of operating hours, tech support can be reached 24 hours a day, 7 days a week by calling 520-626-TECH (8324) or via chat by visiting support.arizona.edu [7].

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