



Student IT Support Resources

A number of resources are available to students for support with IT issues.

Help Button in my.Sinclair

Click on the **Technical Help Desk** button at the top of the my.Sinclair page and you will be taken to the IT Help Desk support page. The page is pictured below.



my.Sinclair **About Sinclair** **Current Students** **Future Students** **Corporations & Community** **Alumni & Donors** **Help**

Enter Search Entire Site Go

QuickLinks

- Campus Departments
- **Technical Help Desk**
- Services Supported and FAQ's for Students
- Services Supported for Faculty and Staff
- Contact Us
- Help Desk Tickets Online
- Help Desk Team
- Feedback
- Information Technology Services
- Campus Computer Labs

Welcome to Information Technology Help Desk

The IT Help Desk is a branch of Information Technology Services. Its goal is to provide students, faculty and staff with a single primary point of contact for technology related issues.

Assistance is provided over the Phone (937) 512-4357 (HELP) or (866) 781-4357 (HELP) toll free, or via [Help Desk Tickets Online](#)

Students: Login using your my.Sinclair username and password.

Faculty, staff, and student employees: Login using your network username and password.

We are open to serve you during the following hours:

Monday - Thursday 7:00 a.m. - 10:00 p.m.
Friday 7:00 a.m. - 5:00 p.m. (Close 4:30 p.m. Summer Quarter)
*Saturday 8:00 a.m. - 4:00 p.m.
*Sunday 12:30 p.m. - 6:30 p.m. (Fall, Winter and Spring Quarters only)

The **IT Help Desk** is a branch of Information Technology Services. Its goal is to provide students, faculty and staff with a single primary point of contact for technology related issues and support.

The **IT Help Desk** can be contacted by phone at **(937)512-HELP (4357)** at or at **(866)781-HELP (4357) toll free**.

The Help Desk can also be contacted by email at helpdesk@sinclair.edu.

IT Help Desk Hours of Operation:

Monday - Thursday 7:00 a.m. - 10:00 p.m.

Friday - 7:00 a.m. - 5:00 p.m. (close 4:30 p.m. Summer Quarter)

*Saturday - 8:00 a.m. - 4:00 p.m.

*Sunday (Sept. - June) - 12:30 p.m. - 6:30 p.m. (Fall, Winter and Spring Quarters only)

*Interim hours vary

You can also request help online through the Help Desk Tickets Online application found at the following link:

<http://hdto.sinclair.edu/>



Help Desk Tickets Online

Assistance in the Open Labs

In addition to the IT orientation sessions, students can also come to the following labs during open hours for assistance or any questions regarding IT services for Sinclair students. Call to get a schedule of open hours.

- CIL Open Lab - Room 14-109 (Phone # 937-512-5079)
- Teleport Room 11-346 (Phone # 937-512-2002)
- Teleport Room 13-223 (Phone # 937-512-5394)

Information Security Site

Tips about information security can be found at the following link:

<http://www.sinclair.edu/departments/infosec/index.cfm>