Mission
Our mission is to provide excellent customer service, telephone technical support, and training to the faculty and staff; to enhance the level of productivity and efficient and effective use of computer resources; communicate with the human and fiscal resources of the institution.

Departmental Summary
The Help Desk provides first-level telephone technical support, training, and troubleshooting functions on all approved computer-related issues for both PC and Macintosh computers. When a problem resolution cannot be accomplished over the telephone, the help desk personnel will assign the incident to a work order to assist level support within Information Technology Services.

Hours of Operation:
Monday-Thursday 8:00 am - 7:00 pm.
Friday 8:00 am - 5:00 pm.

Contact Information: Contact us at (361) 825-2692 or via e-mail at Computer.Helpdesk@tamucc.edu

When contacting the Help Desk:
Before calling the Help Desk, approach the support staff of your college or department for help with your computer problem. When calling or e-mailing the Help Desk, you will need to provide the following information:

Your full name (and the name of the person on whose behalf you are calling, if different)
A complete description of the problems experienced
Any error messages you have received
The physical location, including room number, of the computer or related equipment
The inventory tag number of the computer or equipment
The Island Online
Texas A&M University - Corpus Christi
WebCT Campus Edition.

University E-mail
E-mail can be accessed through a web browser.
Run Windows to generate a student(e-mail) password.
Change your password(e-mail) password.
SSH support for E-mail
IMAP E-mail Setup

Wireless
Have a laptop or device with a wireless network card? Access the University wireless network.

Summer I Lab Hours of Operation

ECII & CI Labs
Monday - Thursday: 7:30 am - 10 pm
Friday: 7:30 am - 5:00 pm
Saturday: 10:00 am - 5:00 pm
Sunday: 2:00 pm - 9:00 pm

Language Lab CCC 207
Monday - Thursday: 9:00 am - 8:00 pm
Friday: 9:00 am - 4:00 pm
Saturday: 10:00 am - 4:00 pm
Sunday: 2:00 pm - 8:00 pm

Minicom: Network/Internet Access
If you live in off-campus housing, contact the Island Online for internet access.

Corpus Christi Hall Computer Lab Room 201:
(361) 821-2177

Student Computer Helpdesk:
(361) 821-8193

ISI Information Technology Assistant:
(361) 821-8178

Island Online (WebCT)
(361) 821-2829