Information Services

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Information Services provides a variety of campus-wide services:

- Email accounts and passwords
- Calendaring
- Telephones and voicemail
- Wireless and wired networking
- Data centers
- Virtual servers and storage
- Technology Service Desk, a help desk for questions about accounts, software, wireless, and other technology.

Information Services also operates the administrative software for finance data, student records, human resources records, and payroll, as well as a business reporting and analysis service.

Technology Service Desk

541-346-4357
68 Prince Lucien Campbell Hall
1225 University of Oregon
Eugene, Oregon 97403-1225
https://service.uoregon.edu

The Information Services Technology Service Desk ("tech desk") supports and aids university-affiliated students and members of the faculty and staff with their computing needs. Tech Desk services include the following:

- Software troubleshooting
- Account support
- First-level Ethernet and wireless network support
- Education in personal computing best practices

The tech desk offers in-person support Monday–Friday, 8:00 a.m.–5:00 p.m. During fall, winter, and spring terms, telephone support is available Monday–Friday, 8:00 a.m.–7:00 p.m.; during summer session, Monday–Friday, 8:00 a.m.–5:00 p.m. Help may be requested through the UO Service Portal (https://service.uoregon.edu) at any time. More information may be found online (https://service.uoregon.edu/TDClient/KB/ArticleDet?ID=31879).

UO Service Portal

https://service.uoregon.edu

The UO Service Portal includes the following:

- Catalog of information technology (IT) services
- How-to guides, troubleshooting information, and answers to common questions
- Online help-request function
- Contact information for participating IT support teams