



630.907.5000 . 1500 SULLIVAN ROAD, AURORA, IL 60506-1000 . IMSA.EDU

Information Technology Services (ITS) FAQ

STUDENTS

Are you going to limit internet access hours for students?

No, all students on IMSA's campus will get 24 hour internet access.

Can I bring to campus a printer, desktop computer, or a monitor?

Yes, you can bring these types of devices for your dorm room.

Am I allowed to use VPN at IMSA?

You are allowed to use a VPN client while on IMSA's network, but we do not allow students to use IMSA's VPN. We do not support IPSEC VPN clients at this time, only SSL based clients.

ALL

What are the hours for ITS Helpdesk?

ITS Helpdesk support will be available Monday - Friday 7:30 a.m. to 4:30 p.m.

Will ITS be available for onsite support?

Yes, you can contact them at helpdesk@imsa.edu or at x5995. You can also walk up to the helpdesk, but we prefer you schedule a time with them for walk up appointments.

Help, I'm having issues with technology, (wireless, printing, or classroom technology etc.) who do I contact?

Contact our ITS Helpdesk at helpdesk@imsa.edu or at x5995. Our helpdesk will try to triage your issue first, if they are unable to resolve your issue, they will escalate it to the proper team for further troubleshooting.

My laptop broke, can you provide me a loaner?

Yes, we can provide a loaner laptop for a short period of time.

Will someone be available to help hook up my IT equipment in my office when I return?

Yes, please schedule an appointment by emailing helpdesk@imsa.edu for a time that our helpdesk can come to your office to help with hooking equipment back up.

I forgot my password or want to change it while I'm on campus, where do I go?

Here is the direct link to change your password: <https://app.imsa.edu/account/password/index>

I want to get my mobile phone on the public network, what is the password?

The IMSAPublic network is available for your personal devices with password: IMSAfall20