

About the Help Desk

281.425.MYLC(6952) — Moler Hall — Room 102
helpdesk@lee.edu

Help Desk Services

- Blackboard student and staff support
- Support for the campus' 75 computer labs
- Outlook email support for students and staff members
- Student/employee tech support
- Microsoft Office support for student and staff computers, laptops, printers, scanners, and fax tech support
- Student email access and 24/7 support
- Remote staff capabilities with VPN support
- Network operations and support
- Telecommunications support
- Assist with wifi access and connectivity
- Service Now requests and work order incidents
- Student, financial, human resources, procurement, facilities, instructional, library, and other systems tech support.
- Provide security to our devices through continued network upgrades
- The Instructional Media Department provides audiovisual and digital media equipment support for instruction and administrative purposes on campus
- Loan equipment such as video cameras, projectors, and audio setups as needed for meetings/training
- Assist with forgotten passwords and passwords reset
- Technology training, questions and troubleshooting support

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