



Come say hello to the friendly IT staff on campus. The service desk is open 8am to 5pm, Monday to Friday (excluding public holidays and university closures).

If you are unable to come down don't hesitate to call the desk, IT is set under quick dial on all campus phones.

For general requests and queries please email your campus IT Service Desk. Your email will be created into a service ticket that is reviewed by a support technician. An email will be received to the sender's mailbox with an IR number for you to reference your case. If your request requires escalation it will be moved internally to the required support team.

We aim to respond to your request as soon as possible, Please note certain times of the year call and email response times are longer due to a higher volume of requests.

Fremantle	Sydney	Broome
08 9433 0999 08 9433 0777 8am – 5pm WAST	02 8204 4444 8am – 5pm AEST	08 9192 0632 8am – 4:30pm WAST
fremantle.it@nd.edu.au	sydney.it@nd.edu.au	broome.it@nd.edu.au

Email IT

Email your campus service desk for general queries from any device with access to email. Please send an email to IT for enquiries or issues related to:

- Line of Business Applications: Blackboard, Sonia, Prudentia, OWA
- PeopleSoft (Staffing, Finance, Student Management)
- New user account set up
- Lecture Venue/ AV Issues and Set up

Please include the following information to assist the team in answering your request or resolving your issue.

- Name and ID (if you have a preferred name please include this also)
- Contact details (include mobile if off campus)
- Description or image of error message/code
- Time issue occurred (if more frequent include dates)
- Device issue occurred on (PC, laptop, venue machine)

The following information may also assist if known

- Has anyone else received the same issue
- Does this occur off campus or on campus
- Have you contacted IT previously about this issue (IR number is known)