

INFORMASIE TECHNOLOGIE

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IT HUB – OPERATING HOURS DURING COVID

Current operating hours for the IT HUB are 09:00 - 16:00

You can also call the IT HUB at 021 8089289, but preferably log a request on the [ICT Partner Portal](#). This can be done as follows:

- 1 Log an issue report on the ICT Partner Portal at <https://servicedesk.sun.ac.za/>*
- 2 Sign on with your SU username and password.*
- 3 Select the "ICT Partner Portal" service desk.*
- 4 "Students select the IT HUB option. Staff select the option depending on the type of issue.*
- 5 Fill in the necessary information - if there is an asset number, please include it.*
- 6 Add any additional information in the description field.*
- 7 Copy any related images, files and emails to the attachment area.*
- 8 A staff member will make contact once the report has been logged and schedule an appointment.*

All services offered by the IT HUB in the Admin A building – collection of equipment and all other types of support – are available by prior arrangement only. Students should make appointments by logging a call at the [online service desk](#) in advance. Appointments can no longer be logged at the entrance to the IT HUB and call log ID (ICT-#) can no longer be done at the IT HUB .

Students and staff members who have lost their student/staff cards are the only unscheduled visitors allowed at the IT HUB, and only between 11:00 and 14:00 daily.

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