

Get help with all your technology needs

Our IT department is here to support students, faculty, and staff with reliable technology services, troubleshooting, systems access, cybersecurity, and more. Whether you need help resolving an issue or navigating a new technology, we're here to help you stay connected, productive, and successful.

Technology Purchase Program

help.nmsu.edu



Faculty and staff may request the purchase of desktop and laptop computers, monitors, and technology accessories through the Technology Purchase Program. Computers will come pre-loaded with: *Chrome, Firefox, Microsoft 365, Zoom, VPN, Remote Help, Company Portal, NMSU branding resources, NMSU lock screen configuration, and NMSU theme settings.*



Desktop Support

Provides assistance with computers, printers, email, software, new device set up, and more. Our team can help with device setup, troubleshooting, data transfers, password resets, and other common technology issues.

Classroom Technology

Classroom Technology provides support and maintenance for teaching equipment within classrooms. We also assist with classroom upgrades and troubleshooting.



Cybersecurity

Report Spam or Phishing

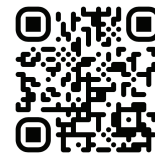
Do not click suspicious emails. Instead, forward them to abuse@nmsu.edu so we can review and respond to potential phishing threats.

Below is a list of additional services

help.nmsu.edu

Our Service Catalog is available at it.nmsu.edu. There, you'll find a complete list of IT services, helpful knowledge base articles for self-service support, and the IT system status page

- Account Access & Email Support
- Network, Voice, & Security
- Communication & Web Services
- Academic & Classroom Support
- Software, Apps & Reporting
- Database Support
- Letter & Forms Support
- TDX Request
- Data, Reporting, and Analytics
- Lab Associate Work Log
- Equipment and IT Procurement
- Server & Storage Management





IT Support

Semester Hours

Mon-Fri: 8:00 a.m.-8:00 p.m.

Sat-Sun: 10:00 a.m.-5:00 p.m.

Note: Reduced hours during summer & winter breaks.



help.nmsu.edu

Submit a ticket, self-service.



it.nmsu.edu

Overview of our services & general information.

NEED HELP?

Contact the IT Help Desk Today!

Phone: (575) 646-HELP (4357)

Speak directly with a support technician

Email: help@nmsu.edu

Submit a support request that is automatically routed to the appropriate team

Website: it.nmsu.edu

Access knowledge base articles, submit service requests, and CHAT LIVE with support staff.

Walk-in Support:

IT Help Desk

Receive in-person assistance at the Hardman Jacobs Learning Center, Room 105



INFORMATION TECHNOLOGY SUPPORTING NMSU FACULTY & STAFF

with Secure, Reliable, & Innovative Technology Solutions

