

What the LETS Help Desk can help patrons with:

- Student/staff/copy card errors (physically damaged cards can be replaced at Registrar's Office for free)
- Placing funds on student/staff/copy card when there has been a copier/printer error
- USB Flash memory sticks (this will be a best effort with no guarantees)
- Connecting to the wireless network (as far as getting the login page)
- Printing to the Libraries Pay for Print system using UM wireless
- Accessing Libraries' electronic resources from home
- Copier problems
- Library IDs and PINs (as can the Circulation desk)

What the LETS Help Desk can not help patrons with

- WebCT (IST Support line at 474-8600) Email (IST Support line at 474-8600)
- Computer Accounts other than Library ids (6th floor Engineering Building)
- Training on how to use software/scanners
- Opening documents saved at home using MS Works (patrons must save in WORD format)
- Catalog or database searches (see Reference/Circulation desk)
- Finding materials in the stacks (see Circulation desk)
- Connecting to the University's modem pool (IST Support line at 474-8600)

The LETS Help Desk is open from 8:30am through 4:30pm Monday through Friday and will occasionally be closed for staff meetings. Patrons can leave a message for us at 474-7061 during off hours.