

January 28, 2021

Information Services is currently available for on-campus appointments every Monday and Thursday. These appointments can be requested for equipment checkout, or for the servicing of equipment and software as needed.

Most issues can be addressed remotely, but there are times you may need in-person help. There are two critical items that must be completed prior to showing up for your IS appointment. You will not be authorized to receive assistance until the following two criteria are met. Please note: Criteria 1 is only necessary if you are checking out equipment including monitors, cables, keyboards, computer mice, laptops, etc.

1. Submit a completed Equipment Removal Request form to helpdesk@palomar.edu.
 - a. This form must be signed by you and your Administrator. You can leave the equipment details blank (tag, serial number, etc) and you do not need an equipment custodian to sign.

<https://www2.palomar.edu/pages/is/forms/>

2. Sign up for an available appointment.

<https://www.signupgenius.com/go/30e044eafac28a75-palomar>

Upon completing the above, a work order will be generated and Technical Services will be authorized to assist you on your appointment date. On your appointment date, go straight to the Technical Services door-kiosk at A-102.

If you have any questions or need further clarification, please contact the Help Desk at 760-744-1150, extension 2140, or directly at 760-891-7140. You can also reach us by email at helpdesk@palomar.edu.