Request IT Help at the iSchool

Information Commons Assistance

The iSchool's local information technology service is called the Information Commons. The Information Commons is a team of full-time staff and students who are located in UTA 1.210. All IT help requests should be routed through the Information Commons via the methods outlined below.

Email the iSchool Helpdesk

All IT-related problems, inquiries, consulting needs, and feedback should be sent to the iSchool helpdesk at help@ischool.utexas.edu. The iSchool Helpdesk is the iSchool's space on UT's Service Portal tool powered by ServiceNow and submissions to this address will be tracked by the entire Information Commons team. Please do not reach out to Liberal Arts ITS (LAITS) for assistance with your departmental computer. We contract with LAITS for desktop engineering and computer deployments, but local iSchool Commons staff are your local IT support service.

Visit In-Person

Information Commons staff are available in UTA 1.210. Our hours are:

- **Monday-Thursday:** 8:00 am - 7:00 pm
- **Friday:** 8:00 am - 5:00 pm

Chat on Microsoft Teams

The Information Commons staff makes heavy use of MS Teams, which is part of UT System’s Microsoft 365 license. You can reach out to the Information Commons staff in Teams by searching Information Commons in a new chat or requesting a shared channel with one of your Teams and ours.

Classroom IT Support

iSchool classes are scheduled in both iSchool managed classrooms as well as general purpose classrooms across the UT campus.

- **UTA classrooms:** For any IT issues in iSchool managed classrooms please notify help@ischool.utexas.edu.
- **General purpose classrooms:** Please consult the UT classroom database for information about who to contact regarding classroom support issues.

Liberal Arts Information Technology Services (LAITS)

The iSchool is a customer of the Liberal Arts Information Technology Services (LAITS)' imaging and laptop distribution services for all tenure-track faculty and staff.

- If you are having an issue related to computer pickup/onboarding with LAITS, please refer to their computer support services page for contact information.