Desktop and Mobile Device Support

Support for endpoint equipment, including laptops, desktops, mobile devices, and related peripherals.

Antivirus Software for Personally Owned Equipment
Back Up Your Computer
Burn a CD or DVD in Windows or macOS
COVID-19: Using ITS-provided Computers
Dban Instructions
Disabling Gatekeeper on macOS to Run an Installation Package
How to move a desktop computer
Login error - Request entity too large
Office Moves - Preparing to move your Computing Equipment and Telephone
Office - Repair Microsoft Office on Windows
Opening .pages documents without Pages
PowerPoint - Codec Unavailable error for media on Macs
PowerPoint - Embedded audio not playing on Chromebook
Recommended Energy Settings to Receive ITS-Provided Updates
Reconnecting to the University Network
Saving and Opening Trustworthy Macros
Slow Computer Troubleshooting Guide
Speaker Troubleshooting
Technology Coordinators

The ITS Service Desk https://www.albany.edu/its/service-desk.php is here to assist with your technology needs. Note that some colleges, schools and centers have a designated Technology Coordinator (TC) who provides support specific to their unit. ITS may direct you to your Technology Coordinator for assistance.

Troubleshooting - General access to a service
Using the Adobe Creative Cloud App to install Adobe Applications
Web Browser Settings and Troubleshooting
Windows 10
Windows Network Logon Troubleshooting Guide