Desktop and Mobile Device Support

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

**DRAFT** Enrolling your computer in Jamf **DRAFT**

Antivirus Software for Personally Owned Equipment

Backing 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

Jamf Pro FAQs

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