

Deskside Support

Deskside Support is available to assist faculty and staff members with university machines. By contacting the Service Desk at 216.368.HELP (4357), faculty and staff can speak to a Service Desk Analyst. If the Service Desk Analyst is unable to resolve the issue at hand, they will open a service ticket and schedule a visit from Deskside Services.

In addition, Deskside Services offers support for students, faculty and staff at two walk-in centers. The centers are located at:

[Bellflower CARE Center](#)

11424 Bellflower Road

Monday through Friday 9am to 10pm (except holidays & semester breaks)

Saturday 10am to 4pm

[Sears CARE Center](#)

Room 340

Monday through Friday 9am to 5pm (except holidays & semester breaks)

For more information, see <http://help.case.edu>.