Technical Support

Brie McIntosh - 2024-12-06 - Services

CAD Tech provides technical support to the faculty, staff, and students in the College of Art and Design.

If you need help, please file a ticket using our online help desk at **Helpdesk.cad.rit.edu** and we will work on your issue as soon as we can.

This is the best way to get a timely response to your issue!

CAD Helpdesk business hours are:
Monday to Thursday: 7:30am – 10:00pm
Friday: 7:30am – 6:00pm
Saturday: 9:00am – 3:00pm

The CADTech Helpdesk office is located in **Gannett-1263 (7B-1263)**.
(Reference the map below)

Walkups are welcome, but we recommend filing a ticket with us to schedule time with someone who can best help solve your issue.

You can file a ticket 24-7 at Helpdesk.cad.rit.edu and someone will respond to your ticket as soon as possible during our scheduled business hours.