RIT College of Art and Design

Welcome to the new CADTech Helpdesk!

2022-08-30 - Erich S. Lehman - General

Welcome to our newest iteration of CADTech Helpdesk!

We hope you find a better, more user friendly and responsive experience as we work to solve your CAD computer- and lab-related issues.

CADTech Helpdesk (helpdesk.cad.rit.edu) vs. RSC (help.rit.edu) . . . what's the difference?

This is probably the most confusing question when you first get to CAD!

The **CADTech Helpdesk** is your dedicated helpdesk for your CAD-managed equipment, software, labs, etc. If you got it from CADTech, you'll want to use this address to get help. We also service the CAD-managed labs in Booth, Gannett, and in parts of MAGIC.

Our address is: helpdesk.cad.rit.edu

The **RIT Service Center (RSC)** is your one-stop shop for a host of OTHER RIT Services. This includes ITS (including issues with your email account or "institute-owned" classrooms), Accounting, Dining, Facilities Management, Human Resources, Parking, TImekeeping, etc.

Their address is: help.rit.edu

When in doubt, you can always file a ticket with CADTech and we'll make sure that we get you the to the help you need!

How can I get help with my CAD-owned equipment or computer labs?

The best way is to file a ticket with CADTech at https://helpdesk.cad.rit.edu!

We also have a walk-up desk at 7B-1263, although it's often best to schedule with us by placing a ticket at the link above.

Helpdesk Hours:
Monday - Thursday: 7:30am - 10:00pm
Friday: 7:30am - 6:00pm
Saturday: 9:00am - 3:00pm
Sunday: Office closed - File a ticket!

If you are new to CAD, check the link below for some of our most frequently asked questions:

https://helpdesk.cad.rit.edu/kb/articles/cadtech-faq