

## 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](https://helpdesk.cad.rit.edu) ) vs. RSC ( [help.rit.edu](https://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](https://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](https://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!](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>