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[Home](#)
[For Students](#)
[Technology Support](#)

## Welcome to IVC's Technology Support Page. How can we help you?



### Introduction

IVC provides a variety of technologies and applications to support college operations and student success.

### Need Support?

The most effective way to request support is to use the Service Desk ticket system. All active faculty, staff and students may log in to the system using their IVC email address and email password. The system is available online at <http://servicedesk.imperial.edu>

### Technology Service Desk

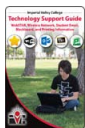
In addition to the automated Service Desk ticket system, users may seek support by calling the Service Desk at [760-355-6300](tel:760-355-6300).

### Normal Hours

We're open Monday thru Friday from 8 AM to 5 PM and closed Saturday and Sunday.

### If You Leave a Message

Please leave the following information: [Full Name](#), [Phone Number](#), [Best Time to Return Call](#), and [Description of Issue](#), and we will return your call as quickly as possible.



### Technology Support Guide (PDF)

Print out our Technology Support Guide for an easy reference to primary systems on campus for students such as: WebSTAR, Student Wireless, Student Email, Blackboard and PaperCut.



### Blackboard

IVC provides campus-wide access for faculty, staff, and students to Blackboard Learn. Blackboard Learn is an industry-leading Learning Management System (LMS) to support teaching and learning at IVC.



### PaperCut

IVC has implemented PaperCut across all campus labs and has provided a number of copiers in convenient locations so that students can easily print assignments and other documents. It's easy to send a print job directly using an on campus computer or by uploading a document using PaperCut's Web Print Feature. Add money to your account fast by using the Add Credit feature on our

PaperCut website (each student is given \$2.00 free every semester).



## Student Email

All students have an IVC Student Email Account created for them when they complete the application process and is the email address the college will use to send you important student information. Each account comes with 25GB of Free Storage and Free Office Web Apps - Access, view and edit your online documents from home, the classroom, the library, or virtually any PC or Mac that is connected to the Internet!



## Wireless

IVC has implemented campus-wide wireless access to support teaching and learning on campus. There are multiple wireless networks for faculty, staff, and students to access. When searching for a wireless network connection from any device, you will now see four separate IVC networks: IVC-Private IVC-Employee IVC-Student IVC-Open



## WebSTAR

WebSTAR is IVC's Self-Service tool for Adding/Dropping Courses, Seeing your Course Schedule, Viewing Your Unofficial Transcripts and more!

[Back to Top](#)

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