Tech Support

UITS HelpDesk

Contact the UITS HelpDesk at 706-507-8199 or at helpdesk@columbusstate.edu.

Main Campus

University Hall
4225 University Ave
Columbus, GA 31904

Hours

Mon-Thur: 8:00 AM - 9:00 PM
Fri: 8:00 AM - 5:00 PM
Closed Weekends

RiverPark Campus

One Arsenal Place
901 Front Avenue
Columbus, GA 31901

Mon-Thur: 8:00 AM - 8:00 PM
Fri: 8:00 AM - 5:00 PM
Closed Weekends

Lab Hours

Sun-Sat: 7:00 AM - 12:00 AM

Support Tech Available

Mon-Fri: 8:00 AM - 5:00 PM

Repair Shop

Computer Drop Off:

UITS HelpDesk
University Hall
4225 University Ave
Columbus, GA 31904

Usage

Students get **three free computer repairs** per semester.

Faculty and staff can use the repair shop for $50 per repair.

(computer parts not included)

Hours

Mon-Fri: 8:00 AM - 5:00 PM

Contact Us

Contact the Repair Shop at:

706-507-8140
or
repair_shop@columbusstate.edu

Repair Shop Policies

- Once any equipment is checked in, it will not be released without a coordinator's approval. There are **NO EXCEPTIONS**.
- This service is based on first-come, first-served, and there is no guaranteed or expected time for completed repairs.
- The Repair Shop reserves the right to refuse work that is believed to be beyond the scope of its ability or without good cause.
- The Repair Shop provides service to the best of its ability, but does not provide any guarantee of success against the loss of software, hardware, or data files.
- There is a limit of **3** repairs per semester for every student.
- The Repair Shop will respect your privacy and will not purposely browse through your files; however, they may inadvertently see your files in the course of their work.
- By utilizing this service, you give express permission to the Repair Shop to access and modify you computer files, software, and/or hardware as necessary to complete the specified task(s). If possible, you should back up your data files.
- You must provide original software CDs and proof of license for any software installations or re-installations. (**NO** burned CDs and/or DVDs)
- You are responsible for purchasing and delivering replacement parts needed for repairs. If you purchase hardware, without the approval and advice of the Repair Shop, you are solely responsible for all compatibility issues. The Repair Shop will return any old hardware to you.
  - If recovery discs or additional parts are required, you will pick up the computer while waiting for parts to arrive.
- You must remove any unnecessary CDs, DVDs, USB Jump Drives, or Flash Memory Cards from your computer and any other items that are unnecessary to the repair.
- It is your responsibility to check your Columbus State University email account for updates from the Repair Shop about the status of your repair. They will be sent from **eQuest**, so please *do not* delete any emails you receive that are titled "eQuest."
- If you do not pick up equipment within one month of the final notice given by the Repair Shop Coordinator, then you willingly have chosen to abandon it and ask UITS to arrange for its disposal.
- The university is not responsible for perceived and/or actual physical damage, loss of software, and loss of data during any part of the repair process.
- The Repair Shop reserves the right to adjust these policies and/or implement new policies for special cases. However, you will be notified by the Repair Shop if any changes take place.