# IT Support Desk

## Location

**See also:**
[Library floor plans](#)

The IT Support Desk is on the [main floor of the library](#). As you enter the building, go toward the reference desk to your left and proceed past the elevator to the South Information Commons. The desk is located between the quick print station and the printing station.

## Services

Our services are available to all member of the U of T community. Our priority is providing assistance with any library software or hardware that appears to be malfunctioning and general technical support in utilizing information technology in the library. For example, we can assist you with the following:

All questions relating to your **UTORid**, **UTORmail/UTmail+** and **UTORexchange** account should be directed to the **Information Commons Help Desk** at Robarts Library.

- connecting to the UofT wireless network,
- setting up wireless printing on your laptop,
- using one of our scanners.

It will help us to identify problems if you let us know as soon as they develop.

Technical support relating to users' mobile devices, such as smartphones, is limited and will be provided as time permits.

We do not train users in the use of software or hardware, but we will try to help where we can.

## IT Support Desk Hours

**The IT Support Desk is open:**
**Monday to Thursday 9:00-9:00**
**Friday from 9:00 to 4:30**
**Saturday noon-5:45 and Sunday 2:00-5:45**

For further information, please check the updates on our [homepage](#).

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