

RHS Information Services Contact Information

Information Services (IS) is a department within Michigan State University's RHS division that provides a suite of technology and creative services. Please contact us by any of the methods below. Our offerings include:

- Help desk support
- (Monday-Friday, 8 am - 5 pm)
- Access and password assistance
- Computers, laptops and accessories
- Creative services, publications, marketing and materials
- Outlook email with web and mobile device integration
- Networking and security services
- Point of sale systems and card readers
- Printers, scanners, multi-function devices
- Project management and business process analysis
- Reporting and accounting
- Training and coaching
- Web content and application development

On the Web

Website: <http://is.rhs.msu.edu>

Visit us on the web where you can:

- Submit a service request or check the status of an existing request.
- Check our service status page for known campus or RHS technical issues.
- Browse our frequently asked questions page.

Reception Desk

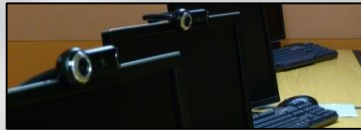


IS Department 517-353-1694

Please call the reception desk and let us assist you with the following:

- Scheduling a meeting, coordinating training or reserving a room
- Returning a call to a team member
- Reserving business related equipment
- General building and department questions or concerns
- IS Express – a walk-in service for swapping keyboards, mice and cables.

Help Desk



Help Desk 517-353-1691

Call the help desk:

- For equipment, software or login issues
- To request or schedule a service
- To check the status of a previous request
- For training or coaching

Tips from the Help Desk:

- First, submit a Service Request to provide details and to help us understand the severity of the situation.
- If you are unable to submit a Service Request for any reason, call the Help Desk.

Transaction Services



Spartan Cash 517-355-2274

Point of Sale and ID Card Questions 517-432- 9435

The Transaction Management team can help with:

- Signing up vendors to the Spartan Cash program
- Assisting MSU students with a lost or found ID.
- Purchasing dining plans
- Making Spartan Cash deposits.
- Answering questions related to meal plans, Combo-X-Change, Spartan Cash and etc.

Creative Services



Creative Services Team
517-353-9147

The Creative Services team can assist with the following:

- Professional communication services
- Advertising such as campaign concepts, print production, and direct mail services
- Graphic design layouts, illustration, computer graphics, and photography
- Website consultations and design
- Communications and messaging for both print and digital distribution

Emergency



After Hours Support
517-353-1691

Standard hours of operation for our Help Desk are Monday through Friday, 8 am – 5 pm. However, if you have an urgent, business critical system or equipment problem outside of these standard hours, we've got you covered. Call 517-353-1691. Listen carefully to the menu and follow the prompts for emergency support. Leave a message and the Information Services manager on duty will respond.

If your situation is not an emergency and can wait until the next business day, please do a Service Request and specify "URGENT" in the description. The Help Desk will respond promptly.