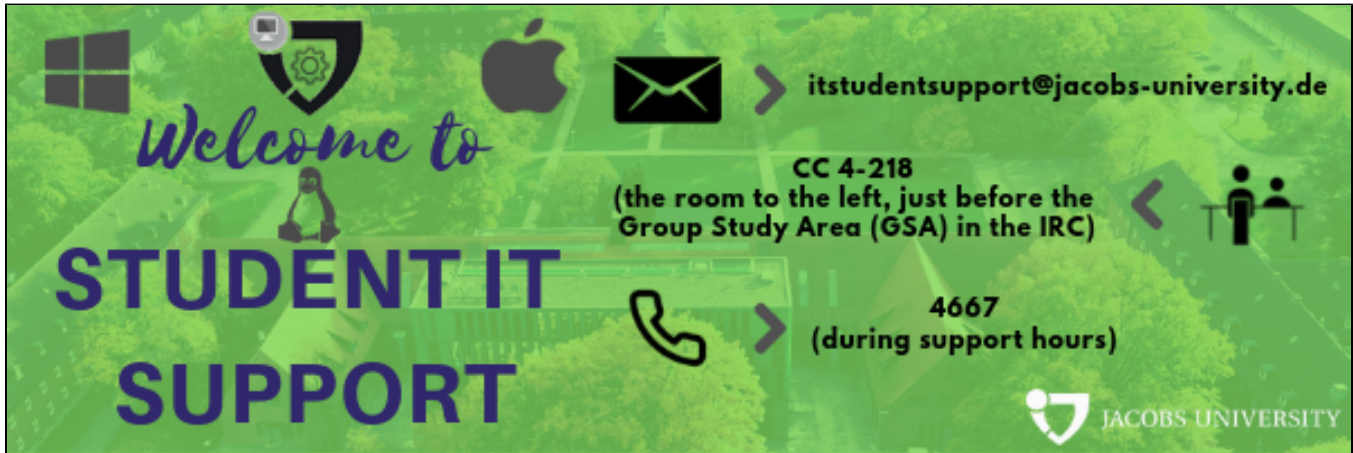


# Service Desk for Students



💡 The service desk for students is IRC-IT's central contact point for **students** in case of [Incidents](#) or [Requests](#).

## IT Support for Students

- write an email to [itstudentsupport@jacobs-university.de](mailto:itstudentsupport@jacobs-university.de) anytime.
- call **4667** during support hours.
- during support hours visit the IRC-IT student support office **CC 4-218** (the room to the left, just before the Group Study Area (GSA) in the IRC)

Office Hours autumn 2019	
Monday	<del>9:30—12:00</del> moved to Thursday
Tuesday	<del>9:30—11:30</del> changed to <b>8:00 - 10:00</b>
Wednesday	-
Thursday	<b>8:00 - 10:00</b>
Friday	-
Saturday	<b>13:00 - 17:00</b>
Sunday	<b>13:00 - 17:00</b>

💡 More information in [IT Student Support](#).

✅ You might want to print this page for reference, but beware of occasional changes.

### **i** Server Maintenance Hours

Server Maintenance Hours are each Thursday, from 07:00-08:00.

During these times, server operation is unreliable. You should expect unavailable servers and sudden downtimes of services without prior explicit announcement.

[See here](#) for details.

+ You can find a lot more information about efficiently employing IT student support in [IT Student Support](#).

✔ It will be easier and faster to answer your questions, if you keep a few things in mind upon requesting information, including being specific. Please see the interesting hints on asking questions at [Geek to Live: The art of asking](#). Also, [How To Ask Questions The Smart Way](#) might help to get faster and more helpful answers.