

# IT Support

Please follow these steps to get answers to your issues:

1. Check [Operational Announcements](#) if this is a known or scheduled situation.
2. Check available documentation, especially [How Tos](#), [FAQs](#), and other [Documentation](#).
3. Search for a solution within this site:
4. Depending on your Jacobs University membership status,
  - Faculty and Staff contact [Service Desk for Faculty and Staff](#),
  - Students contact [Service Desk for Students](#).



## Mind the Server Maintenance Hours

Server Maintenance Hours are each Thursday, from 07:00-08:00. Also for HCM/Loga each Monday from 09:00 to 09:30!

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.