The ITS Help Desk and ResNet's mission is to fulfill the Loyola Promise by providing the Loyola Community with a single point of access for technology support. We're committed to providing both professional and excellent customer service in tracking and resolving support requests. As a best-effort, on-site support service, ResNet assists students with technological needs concerning personal electronic devices and application use. Additionally, we strive to resolve requests initially or refer them to the correct support areas within the Information Technology Services division. We continuously improve our services by educating our staff, measuring performance, and monitoring customer satisfaction.

Contact ITS Help Desk if you’re experiencing trouble with...
- UVID or passwords
- Log-in issues
- E-mail
- Sakai
- PC or mobile devices
- General IT related questions

There are several ways to contact us...
Phone: 773-508-4487
E-mail: helpdesk@luc.edu
Twitter: @lucitshelpdesk
Facebook: LUCITSHELPDESK
Access us from the web...

www.luc.edu/its/helpdesk

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**Help Desk**

The ITS Help Desk & ResNet department provides the University with a single point of access for technology support. We're committed to providing excellent, professional customer service in tracking and resolving support requests.

**Requesting Service from the ITS Help desk**

To contact the ITS Help Desk by phone, dial 773.508.ITS. (773.508.4487)

To submit a request for service or support, send an e-mail to helpdesk@luc.edu.

Be sure to include the following information:

- Complete contact information:
  - Name
  - Telephone number we can reach you at.
- Location
  - Where is the location required for the support/service
Microsoft Office Alternatives

Posted on April 16, 2013 by Adiana Lewis

In the last semester, I’ve had two professors ask the following question for different reasons: How many of you are using Microsoft Office? The answer to that question both times was nearly the same. In both cases, pretty much everybody except me raised their hands. As a student, the thought of other students potentially shelling out a hundred or more dollars for Microsoft Office when all they may need is Microsoft Word made me cringe due to viable alternative (and free) options to Microsoft Word.

For a couple of free alternatives to Microsoft Word, checkout Open Office, and Libre Office.

Submitted By: James Siap

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