

# TECHNOLOGY SERVICES AT CAL POLY

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[servicedesk@calpoly.edu](mailto:servicedesk@calpoly.edu)

ITS Service (<https://calpoly.atlassian.net/wiki/spaces/CPKB/pages/1849786369/ITS+Service+Catalog/>)

Cal Poly's Information Technology Services (ITS) offers a wide range of technology services and resources (<https://tech.calpoly.edu/services/>) in support of student success. Upon acceptance into the university, each student receives credentials (<https://calpoly.atlassian.net/wiki/spaces/CPKB/pages/2425361/Cal+Poly+Account/>) from ITS that allow them to log in to their Cal Poly email account (<https://calpoly.atlassian.net/wiki/spaces/CPKB/pages/2425110/Email+and+Calendar+Microsoft+365/>), connect to campus Wi-Fi (<https://calpoly.atlassian.net/wiki/spaces/CPKB/pages/1867055105/WiFi+-+Connect+to+Cal+Poly+Networks+eduroam+Guest+IoT/>) and access the My Cal Poly Portal (<https://calpoly.atlassian.net/wiki/spaces/CPKB/pages/2425359/My+Cal+Poly+Portal/>) ([my.calpoly.edu](https://my.calpoly.edu)). The Portal is the online hub where many official university transactions are handled, like planning quarterly schedules, registering for classes and paying tuition. As a Cal Poly student, several software titles are available for little or no cost. A list can be found at: Cal Poly Software Hub (<https://calpoly.atlassian.net/wiki/spaces/CPKB/pages/1770291207/Software+Cal+Poly/>).

Whether you are in search of services or need urgent tech help, the ITS Service Desk offers friendly concierge support via phone, an up-to-date knowledge base, email and walk-in help from their location in the Library, 1st Floor Room 111 (<https://calpoly.atlassian.net/wiki/spaces/CPKB/pages/909246477/Service+Desk/>). Service Desk staff offer assistance with account passwords (<https://calpoly.atlassian.net/wiki/spaces/CPKB/pages/2424940/Password+Help/>), PolyCard (<https://calpoly.atlassian.net/wiki/spaces/CPKB/pages/2425185/PolyCard/>), connecting devices to Wi-Fi (<https://calpoly.atlassian.net/wiki/spaces/CPKB/pages/2425416/Connect+to+eduroam+WiFi/>), and other campus technology needs.