

Computer Support and Consulting

One of LTS's primary functions is to provide assistance to the Lehigh community in the areas of computer hardware and software support in many forms, including purchasing advice, security management, operating system support and upgrades, implementation of information services, training, and creation of documentation.

- [Purchase a new computer](#) - Guidelines on purchasing new computers and devices. For Staff and Faculty, Lehigh's Purchasing Department requires approval of many computer purchases by your department's Computing Consultant.
- The LTS [Help Desk](#) coordinates providing assistance with all aspects of computer use at Lehigh:
 - They serve as the primary point of contact for all computing and library support issues.
 - They manage the [ticketing system](#), and work to ensure that everyone gets the assistance they need.
 - They escalate and refer issues as needed to other LTS teams, including:
 - The [STARS](#) team, which provides in-person on-site and walk-up help for students and their computer and technology needs,
 - The [Security Team](#), which monitors and responds to online threats and vulnerabilities, and maintains accounts for users,
 - [Computing Consultants](#) – experienced, on-site computer troubleshooters that work by appointment
 - [Instructional Technology Consultants](#) – experts in the use of classroom and instructional technologies
 - [Classroom Support Team](#) – technicians focused on keeping Lehigh's classroom systems up and running
 - [Distance Education Team](#) – video streaming and recording experts focussed on web technologies for instruction
 - [Systems Engineering Team](#) – system administrators and managers for the University's site-wide IT infrastructure
 - [Enterprise Systems Team](#) – software system managers for the University's administrative systems, like Banner, and the 25live scheduling system.
- After referral from a Consultant, the [Computer Repair Services](#) (CRS) team provides vendor-certified repair and upgrade services (both in- and out-of-warranty) to faculty, staff and students for business-class units from Apple, Dell, and Lenovo.
 - Read about [LTS Laptop Loans](#).
 - Read procedures for disposing of [personally owned devices](#) and [Lehigh-owned devices](#). The Sustainability Office runs the campus [E-waste program](#) and maintains [small device dropoff locations](#).