LTS Computer Support Overview

The graphic below illustrates LTS’s three-tier service model:

- **Help Desk**
  - First point of contact, basic assistance, broadest availability: phone, email, chat, walk-up
  - 610-758-4357 (x. 8-HELP)

- **Computing Consultants**
  - Desk-side support, service generalists, assigned to each 'stem', work by appointment
  - lehigh.edu/help

- **Service Departments**
  - Specialists in specific service areas: computer repair, networks, servers, programs, etc.
  - see above