Get Computer Help from STARS

Student Technology Consultants

Student Technology Consultants provide technical assistance — both on-site and at the STARS desk — across a wide-variety of issues and complexities including troubleshooting hardware issues, configuring operating systems, coursework software programs, configuring and connecting to the Lehigh network (both wired and wireless networks), removing viruses/malware, and other threats, backing up/restoring data, reformatting hard disks; assistance with mobile devices; etc.

STARS Desk

The STARS desk is located on the main floor of the EWFM Library, behind the LTS Helpdesk.

Whether you just need quick assistance connecting to the Lehigh wireless network or more in-depth service like backing up your data, reformatting your hard disk and reinstalling your operating system, or virus/malware/spyware infections removed, you can come to the STAR desk.

Be aware, however, that we work on computers in the order they are received. Depending on the workload, (often busiest at the very beginning and end of semesters), it may take up to several days to complete work on your machine if you drop it off for extended service. If you have a simple issue (i.e. wireless connection setup, mapping network drives, email setup, etc.), during busy times especially, setting up an appointment for an on-site visit from a Technology consultant via the online help request form may be a faster option.

Hours of operation

Fall/Spring semesters: Monday thru Friday 10AM-8PM
Summer sessions: by appointment (use the online help request form)
Desk Phone: 610-758-4985

PLEASE NOTE: Since we are unable to send consultants to off-campus locations/residences, the best way to get assistance for students living off-campus is to bring computers directly to the STAR desk.

STARS Full-time Staff

In addition to highly-trained student consultants, the STARS program is managed by a full-time staff member who is available for further assistance and often provides extra support beyond what a student consultant can provide for more complex issues. Staff can be reached via email at star@lehigh.edu, phone (610-758-2666) or by visiting the STARS staff office located directly above the STARS desk in EWFM Room 294 between the hours of 8am and 5pm, Monday through Friday.