

Welcome Parents!

Student Computer Services is excited to welcome your student into our community here at Messiah College. We are here to support your student and would like to make you aware of the services and resources we offer.

Where we are:

Student Computer Services (SCS) is located in the Hoffman main floor, directly across from the library.

Normal Business Hours

8am – 5pm (Monday – Friday, *all year*, except during official college closures)

Contact Us...

email scs@messiah.edu, Students: (717) 796-5039

What we do:

The first priority of SCS is to ensure all students can access the network. This includes their Messiah College email account and Canvas (our Learning Management System). We will ensure that student's personal computers can access the internet when they are on campus. We support students with questions related to the use of Canvas and Microsoft Office 365. SCS provides "[Do It Yourself](#)" instructions on how to connect to the Messiah College Network as well as many other topics. We are also here to offer various technology support when needed. Everything from "my computer ate my homework" to "my computer won't turn on." ITS publishes a frequently updated IT Blog accessed at "helpdesk.messiah.edu" that is full of helpful information and links to assist our students. Please click the "For Students" on the menu.

When your student calls home with problems please encourage them to call or visit us directly. Occasionally we have parents call for their student. We love talking to you but generally we have questions that only your student has the answer to.

SCS performs all work free of charge for Messiah students unless a part is required! The student will need to purchase the part.

What we don't do: We do not support gaming systems other than give students the login information. Wireless printers do not work on our campus network because of our networking security setup. Messiah College has provided printers across campus for student use. Each semester students are given a \$24.00 printing credit that may be used for all printing/copying fees. Additional funds can be prepaid to the student's Falcon Dollars account if needed. We do not support Operating Systems lower than Windows 7 or Mac OS 10.7.5 Lion.

If your student has a question or concern, please encourage them to contact us directly. We are here to help!

Sincerely,

The Student Computer Services Team!

Berte Thompson, Director, Technology Support

Chad Keene, Manager, Technology Support

