NCSA Help

Requesting Help

NCSA's Help Desk is available 24 hours a day, seven days a week, 365 days a year.

General Help Desk	
phone	217-244-0710
email	help@ncsa.illinois.edu

IT Services

Requests

Specific Service Requests	
Desktop	help+service@ncsa.illinois.edu
Security	help+security@ncsa.illinois.edu
Networking	help+neteng@ncsa.illinois.edu
Wireless	help+neteng@ncsa.illinois.edu
IT Services	help+service@ncsa.illinois.edu

User Accounts

- Identity and Access Management - https://identity.ncsa.illinois.edu/
- Reset Password - https://identity.ncsa.illinois.edu/reset
- Duo 2FA - https://go.ncsa.illinois.edu/2fa

Compute Resources

HPC Resource Requests	
Blue Waters	help+bw@ncsa.illinois.edu
Campus Cluster	help@campuscluster.illinois.edu
XSEDE	help@xsede.org

General Business Services

Purchasing

- Purchasing
  - See the PDF under section "**How To Purchase**"

Shipping

- RMA shipping
- General Shipping

Service Status News

NCSA	status.ncsa.illinois.edu
Blue Waters	bluewaters.ncsa.illinois.edu/machine-status
Campus	status.illinois.edu

Software Licenses

Red Hat Software

NCSA maintains a large pool of software licenses for Red Hat products. These licenses are available for NCSA Staff use at no additional cost. For more information, please send an email to help+service@ncsa.illinois.edu.

Email addresses or URLs for specific questions/information:

email address	Reason to email them
shiprec@ncsa.illinois.edu	Anything to do with shipping and receiving to the NCSA or NPCF building.
bldgmaint@ncsa.illinois.edu	Anything to do with the NCSA or NPCF building itself. Water on the floor to trash cans over flowing or by AC isn't working in my office ....
eventservices@ncsa.illinois.edu	Got questions about the conference rooms, scheduling the auditorium, or wanting to use the class rooms on first floor (1030/1040).
savannah/internal web site	NCSA's "internal" web site for staff resources like time sheets, or staff planning, or RTP forms – request to purchase.
faaccount@ncsa.illinois.edu	General email address for NCSA's business office group
https://internal.ncsa.illinois.edu/mis/user/#/page/directory	Looking for someone on NCSA staff: Staff Directory listing and search. (part of Savannah under staff resources)
Covid 19 information	work from home and return to onsite working status and current information about testing and all

NCSA-HR@illinois.edu	email directly to NCSA human resources group