

ITS Service Center Supported Devices

Our In-Person Support Center, located at 1-227 CST in the Life Sciences Complex, offers IT related support for students on-campus. To see times we are available visit: [In-Person Support Center Hours of Operation](#)

Supported Devices

If your device or operating system is not listed, still feel free to stop in for support, but please be advised that our ability to support your device may be limited by the device, the hardware manufacturer or the operating system developer.

Apple Computers

Any Apple computer with macOS 10.13 or newer

Windows Computers

Any Windows computer with Windows 10

Smartphone or Tablet

iOS 12 or newer

Android 9 (Pie) or newer



If you have an older version of software than what listed above, your device may not be able to update to a compatible version, which is a requirement for configuration.

Gaming Systems and Streaming Devices

We do not support software related to these devices, however, we can assist in the event that they are unable to connect an approved network connection on campus.

Game consoles (e.g. Xbox, Playstation, Nintendo) and other devices such as VoIP phones, TiVo, Slingbox, AppleTV, and Smart TVs are not allowed on the AirOrangeX wireless network. These devices must be connected to Gadgets&Games or hardlined wired residential network, ResNet.



Faculty or Staff Member?

Please be aware that our location does not contain administrators of your campus account and our ability to assist is limited. Staff and faculty are also unable to leave their computers with student consultants for extended troubleshooting or software updates.

For this reason we encourage you to consult your departmental specific [academic](#) or [administrative](#) IT support personnel.