

RRSS Staff Announcement: RRSS-HIVE Desk Now Open!



The RRSS-HIVE is an additional HIVE location that provides IT support to RRSS staff. It is located in the RRSS Administration Building at Revelle College and is open from 8 a.m. to 4:30 p.m. (closed for lunch from 12 to 12:30 p.m.).

What types of services does the RRSS-HIVE offer?

- Installing and/or configuring work productivity applications (e.g., Microsoft, Adobe, Cisco VPN)
- Configuring mobile devices
- Troubleshooting connectivity issues to UC San Diego Networks (Wi-Fi/Ethernet), Systems and Services
- Virus and malware removal
- Accounts: Resetting/changing passwords or two-step (Duo) log-in questions
- Computer boot up issue diagnosis

What is the check-in/access process?

RRSS staff must first check in with the receptionist on the second floor of the RRSS Administration Building. Once checked in, the receptionist will provide directions to the third floor ITS door where a team member will greet and assist staff with their service request.

Please refrain from propping the door open as the ITS area must always remain secured. The air-conditioning and security of the building will be affected if the door remains ajar.

Who is the main staff member at the RRSS-HIVE and what is their role?

Ari Bhalla will be the main staff member at the RRSS-HIVE desk. Their role is to provide technical and troubleshooting support. This includes assisting staff with immediate, walk-up, technical support for computers, mobile devices and other peripherals/accessories; and coordinating management of inventory of IT equipment and accessories

Who should staff contact if they have questions about the RRSS-HIVE?

Please contact Clinton Harford at charford@ucsd.edu.