

Employee Helpdesk

- **First point of contact for faculty and staff members experiencing account or technology issues.**
 - **Perform password resets**
 - **Assist with basic troubleshooting**
 - **Input/oversee Service Desk tickets**
- **Service Desk application is accessed through MyPioneerPortal.**
 - **Contains “Knowledge Base” articles for FAQs**
 - **Automated tickets for common requests**



Password Resets/ Account Access

Passwords must be changed every 40 days.

- It is best to update your password while connected to the IRSC-Secure network.
- 3 incorrect attempts trigger a lock on your account- you must call the helpdesk to unlock.
- Important to update password on all devices (computer, cell phone, tablet).

Passwords can be reset manually, if needed.

- Must provide PID (employee ID number) to process.
- Call the helpdesk at 772-462-4427 or email EmployeeHelpdesk@irsc.edu.

Indian River State College

Sign-In

Email Address
Enter full RiverMail email address

Password

Remember me

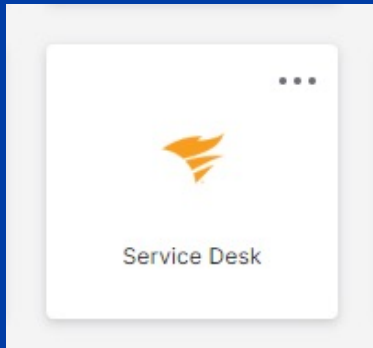
Sign In

[Need help signing in?](#)





Technology Support



Service Desk

- IT service ticket/work order system
- Several departments utilize Service Desk to assign tasks, schedule services, and track issues
 - IT
 - IRSC Online
 - Facilities
 - Locksmith



Indian River State College New Ticket

Welcome to the Indian River State College Service Desk

What can we help you with?

My Tickets


Active Closed

No Active Requests







Highlighted Services

- Blank Canvas Development Shell Request
IRSC Online/Canvas - Canvas
- Org Migration Request or New Non-Academic Course Creation
IRSC Online/Canvas - Canvas
- Course Migration Request
IRSC Online/Canvas - Canvas
- Data Request
Research and Reports





Indian River State College

-  Home
-  All Articles
-  IRSC Online/Canvas
-  Institutional Technology (IT)
-  Other
-  Zoom

Search

KNOWLEDGE BASE

All Articles

190 Items

Popular ▾

How to Map N: Drive

Institutional Technology (IT) · Software · Last updated: Apr 5, 2024

Adobe Install Error code 506

Institutional Technology (IT) · Adobe · Last updated: Aug 30, 2021

Adobe Creative Campus Login & Installation guide

Institutional Technology (IT) · Adobe · Last updated: Feb 1, 2023

Outlook Calendar Permissions

Institutional Technology (IT) · Account · Last updated: Nov 8, 2021



Search

All Articles

IRSC Online/Canvas ▼

- Canvas
- Canvas Support
- Other Requests

Institutional Technology (IT) >

Other

Zoom

KNOWLEDGE BASE

Create New

IRSC Online/Canvas

36 Items

Popular ▼

How to Extend Course Dates for a Student Needing an Incomplete in Canvas

37

0



IRSC Online/Canvas · Canvas Support · Last updated: Jul 23, 2025

How to Migrate a Collaborate Session to Canvas

16

0



IRSC Online/Canvas · Canvas Support · Last updated: Jun 10, 2025

How to View Student Contact and Status Information?

2

0



IRSC Online/Canvas · Canvas Support · Last updated: Feb 26, 2025

How to export Blackboard dev shells/orgs

119

0





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- Data Request**
Research and Reports





Indian River State College

Search

- IRSC Online/Canvas
- IT - Student Support
- Institutional Technology (IT)**
 - Access Request
 - Hardware
 - Laptop
 - Other
 - Phone**
 - SPOL
 - Tech Equipment Relocation
 - Technology Purchase
- Mascot Appearances
- Network/ IT/ Building Access Request
- Office of Communications
- Other

MENU OF SERVICE REQUESTS > INSTITUTIONAL TECHNOLOGY (IT)

Phone

3 Items

Popular

- Request for phone re-configuration**
Institutional Technology (IT) - Phone - Massey Campus - Institutional Technology
- Voicemail Pin Reset**
Institutional Technology (IT) - Phone
- Request for New Phone Configuration**
Institutional Technology (IT) - Phone - Massey Campus - Institutional Technology

Displaying all 3

[Service Desk by SolarWinds](#)



Voicemail Pin Reset

Category Institutional Technology (IT) - Sub Category Phone

To request that the voicemail pin be reset

Requester *

CC

Priority

Site *

Department *

Name of person needing reset *

Extension needing reset *

Notes:



Indian River State College [New Ticket](#)

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IRSC Online/Canvas - Canvas
- Data Request**
Research and Reports



Indian River State College [New Ticket](#)

Requester (Email or Name)*

Subject*

Description

Add

Category* Subcategory

Priority

CC

Site* Department*

Building Room

Phone Number



Contact Information

Call us at 772-462-4427

Email us at EmployeeHelpdesk@irsc.edu

Fall/Spring Hours:

Monday-Friday 8:00am-5:00pm

Summer Hours:

Monday-Thursday 7:00am-5:30pm (Closed Friday)

We are closed for holiday breaks

