General Hardware Support

Willard Help Desk - http://whdesk.css.psu.edu/
Room 6, Willard Building
814.863.1035

The Willard Help Desk offers limited computer hardware help and troubleshooting, at no charge, as a courtesy to Penn State University students and employees. Within the limits of its resources, the Willard Help Desk will use its best efforts to solve issues but success is not guaranteed.

Some of the topics we provide help and guidance with:

- Campus wireless connectivity for laptops and mobile devices
- Virus/Spyware detection and removal
- Software installation including email clients and anti-virus/anti-spyware software
- Hardware troubleshooting
- Data back-up and migration
- Operating system re-formats

This service is provided Monday - Friday during our normal operating hours of 8am - 5pm. No appointment is necessary. Before coming to the Willard Help Desk please review the following list to ensure you are properly prepared:

1. **Power Management** - Bring your laptop power cord to safeguard against power loss while we troubleshoot your machine.

2. **Back up your data** - Backing up your files to an external drive will ensure that your data is not lost. If you do not feel comfortable performing the backup yourself please bring an external hard drive or thumb drive of sufficient capacity along and we will assist you in the process.

3. **Budget your time** - The Willard Help Desk does not ever, under any circumstance, take possession of hardware. All work performed will be in the presence of the owner. Depending on the issue, troubleshooting can take a significant amount of time. Please make sure you allot enough time to be present while work is performed.

Feel free to contact the Willard Help Desk with questions regarding this, or any other, service offered on this site.