



University Technology  
Services

## University Technology Services: IT Support for McMaster Students

University Technology Services (UTS) provides technical support for the campus community, including faculty, staff, and students. For students, this technical assistance includes setup information for UTS-provided tools and services, as well as problem resolution for these services.

UTS provides student support for the following IT tools and services:

- wireless setup - reznnet and mac wi-fi
- email setup on phone and other devices
- email management and troubleshooting
- macid management and troubleshooting
- password management
- general log in assistance to Mosaic, library, and avenue
- Office 365 access ([more information here](#)).
- software assistance
- guidance on virus/malware removal
- guidance on hardware repair
- UTS computer labs ([more information here](#)).

If you need assistance, please contact us:

- Please visit the UTS Website at <https://mcmaster.ca/uts> for future support channels.
- Our new website is expected to be ready mid-August with more information on tools, self-service and support channels to reach us for assistance.

**Telephone:** 905-525-9140 ext. 24357

**Create a Support Ticket:** <https://servicedesk.mcmaster.ca>