

Faculty & Staff

CITE Support At-A-Glance



Helpdesk & Support Services

To submit a ticket, visit www.pvamu.edu/helpdesk or call (936) 261-2525.
To submit a ticket via email ONLY, please email servicedesk@pvamu.edu



Training Opportunities

To sign up for training, visit www.pvamu.edu/CITE/TRAINING/ or to request group training, please email techtraining@pvamu.edu.



ERP Services

For assistance with Ellucian Banner, Argos, PV Place, Panther Tracks, Degree Works, Laserfiche & Dynamic Forms and other Digital Applications, please email: ERPservices@pvamu.edu



Loaner Laptops

Complete the Loaner Laptop Request Form to submit a request. Must be approved by supervisor.



Microsoft Office 365

Office 365 is a cloud-based set of applications by Microsoft. For more details on 365: www.pvamu.edu/ms365



Information Security

If you have clicked on a link in a suspicious email, opened a suspicious attachment, or noticed unusual pop-ups and activity on your computer, contact informationsecurity@pvamu.edu.



Virtual Platforms

The suggested primary method for internal virtual communication is Microsoft TEAMS. PVAMU also supports ZOOM as an external communication tool. For more details on ZOOM at PVAMU, please visit www.pvamu.edu/dlearning/zoom-at-pvamu



Infrastructure

Visit the Service Catalog for assistance. For network issues, please email network_admin@pvamu.edu, or for server issues, please email server_admin@pvamu.edu