

About Maintenance and Service Outages

Current Maintenance and Outage Alerts

Regular Maintenance Window

All IT systems (including Blackboard Learn, Colleague, and DataVU) may be unavailable during these regular system maintenance periods:

- 3 a.m. – 7 a.m. Wednesdays
- 3 a.m. – 7 a.m. Saturdays

Additionally, the Colleague and DataVU systems may be unavailable:

- 5 a.m. – 12 p.m. Sundays
- 5 a.m. – 7 a.m. Mondays, Tuesdays, Thursdays, Fridays

Subscribe to the "[System Changes and Maintenance](#)" calendar to see what maintenance work is scheduled on our systems. After loading the calendar, click the "+Google Calendar" link in the lower right corner of the screen to subscribe and add it to your own Google Calendar.

How do I report an issue?

While IT uses automated monitoring services that often alert us to a problem before it is widespread, sometimes you will notice an issue before we have a chance to address it. If you experience a problem, please call the IT Help Desk at 219.464.5678. If all Help Desk staff members are unavailable, you will be directed to our voicemail. Please leave a message with as much detail as possible so that we can follow up appropriately. Information like your name, a call back phone number, specific error messages, your location on campus, the VU tag number of your computer, and other pertinent details will be very helpful to us as we investigate the problem.



Is it urgent?

Important note: tickets entered directly at <https://helpdesk.valpo.edu> or email messages sent to helpdesk@valpo.edu are assumed to be non-urgent situations. If you are experiencing a possible service outage, a phone call is the most effective way to contact us.

If you are calling after the Help Desk has closed, please leave a voicemail and we will address the problem once we re-open.

How do I find out about an issue?

IT Website

IT posts information on any major issues or maintenance related updates on our social media accounts that also post to our website's main page. Please visit valpo.edu/IT for regular updates.

Social Media

We will also post status updates at our Facebook page (facebook.com/itatvalpo) and Twitter account (twitter.com/itatvalpo). These pages also include tips and tricks to help you get the most out of Valpo's IT services.



Need help?

For additional assistance, contact the [IT Help Desk](#).

Related articles

- [Input Time Worked in Self-Service Time Entry](#)
- [Requesting a Batch Advisor Assignment Change](#)
- [Change Proxy \(Parent or Guest\) Access](#)
- [Access Student Information as a Parent or Guest \(Proxy\)](#)
- [Order Your Diploma Through DataVU](#)