ITC Help Desk

As of August 1, 2006, ITC will no longer test against, provide documentation for, or support Mac OS X 10.1.5 on U.Va. network, but we encourage you to upgrade as soon as you are able.

Our Services

- [Getting Help](http://www.itc.virginia.edu/helpdesk/help.html)¹
- [ITC Help Desk Hours & Location](http://www.itc.virginia.edu/helpdesk/location.html)² *Special Hours for Back-to-School (Aug. 21 - Sept. 1, 2006)
- [Computing Accounts](http://www.itc.virginia.edu/accounts/)⁴
- [Test Scanning](http://www.itc.virginia.edu/helpdesk/scanning.html)⁵
- [Help Desk Student Employment](http://www.itc.virginia.edu/studentemployment/⁶)

Hot Topics

- Dell Battery Recall: [http://www.dellbatteryprogram.com](http://www.dellbatteryprogram.com)⁷ (8/16/2006)
- Apple Battery Recall [15" MacBook Pro]: [https://support.apple.com/macbookpro15/batteryexchange](https://support.apple.com/macbookpro15/batteryexchange)⁸
  Consumers are advised to call 1-800-275-2273, or visit [https://support.apple.com/ibook_powerbook/batteryexchange](https://support.apple.com/ibook_powerbook/batteryexchange)
- [Blocked Computer List](http://www.itc.virginia.edu/helpdesk/computer_blocks.html)¹²
  If your computer is blocked but you are not on the Blocked Computer List, please call the Help Desk at 92
- [Unblocking Your Computer’s Internet Access](http://www.itc.virginia.edu/helpdesk/unblock.html)¹³
- A [Fix Tool](http://www.itc.virginia.edu/helpdesk/macfixtool.html)¹⁴ for generic AIM viruses which may work
- [Latest Virus Alerts](http://www.itc.virginia.edu/helpdesk/virusalerts.html)¹⁵
- [Announcements & Downtimes](http://www.itc.virginia.edu/helpdesk/itc/announcements.html)¹⁶

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Links

13. https://asbru.itc.virginia.edu/unblock.html#unblock