

MIS Service Desk KB

Welcome!

Welcome to the MIS Service Desk KB! This Knowledge Base is an integral part of the TSC Service Center. We hope that it becomes an important part in resolving any MIS issues you might have. You can find the following information here related to Colleague, Informer, SelfService, and SageAdvisor.

- Ellucian documentation
- Procedure and "how to" documentation created by MIS
- Tips and Tricks
- What's new

Frequently asked questions

- [How do I request a Colleague account](#)
- [Resetting Colleague Passwords](#)
- [How to Request an IT Account for non-employees](#)

Need more help?

- Visit the [Service Center](#)
- Call (518) 244-4777

Other resources

- [Sage Outages & Uptime](#)
- [IT Knowledge Base](#)
- [SageOnline\(Moodle\) Knowledge Base](#)
- [Gmail Support](#)