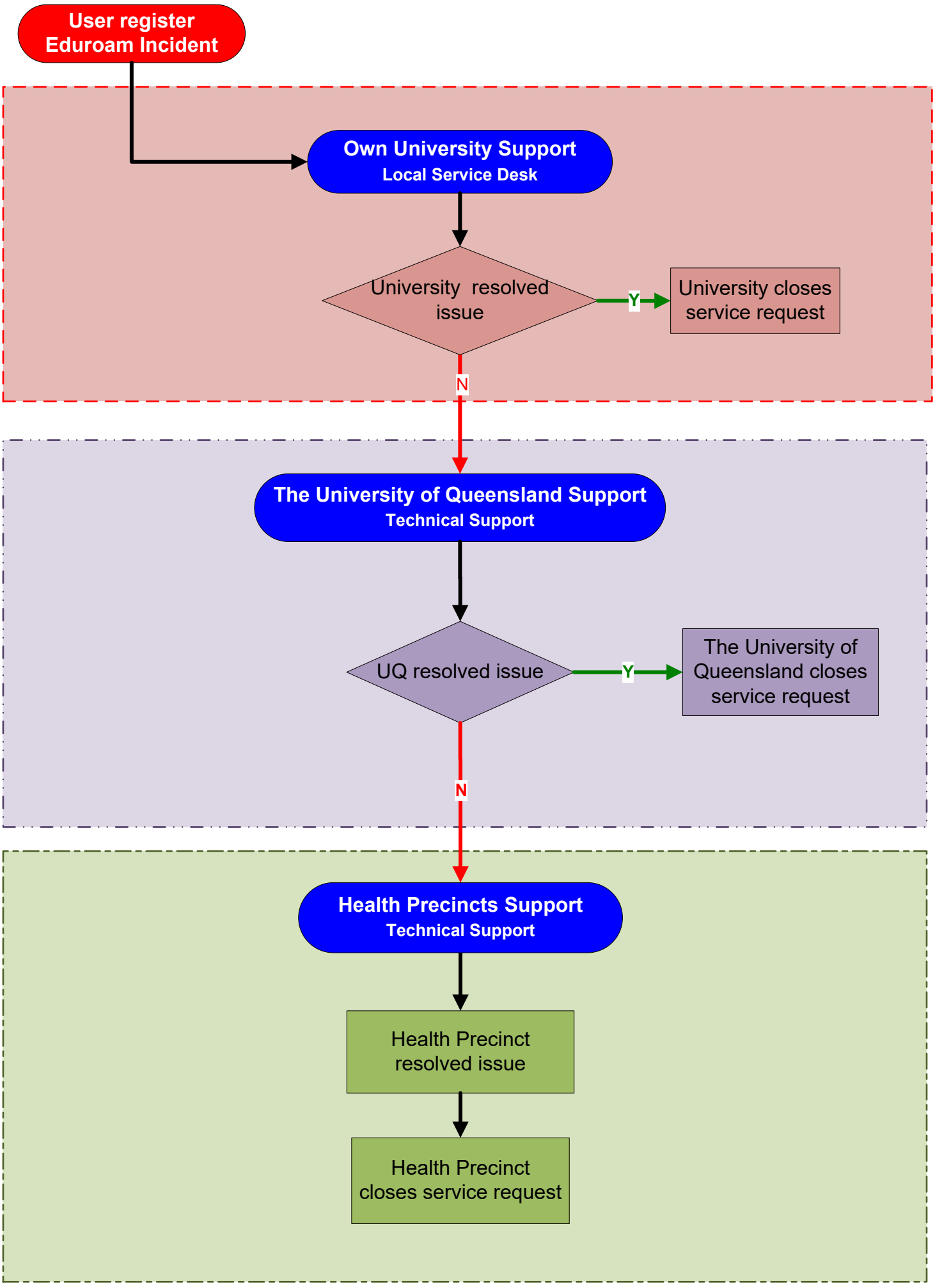
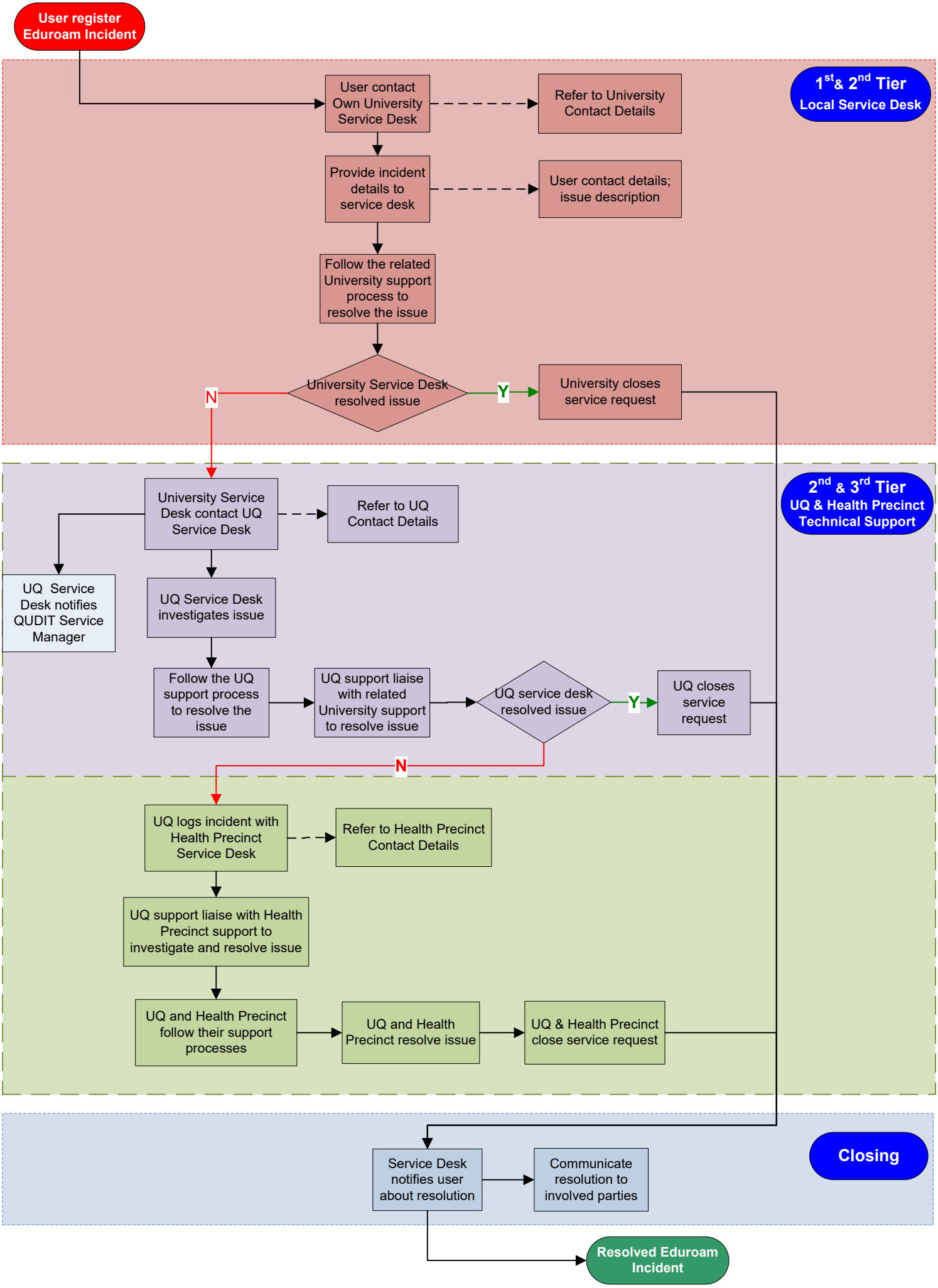
Health Precincts Eduroam Support Overview



Health Precincts Eduroam Support Process



1st & 2nd Tier
Local Service Desk

Universities' Service Desk Contact Details

Australian Catholic University:
Service Desk Number: +61 7 3623 7272
Email: servicedesk@acu.edu.au

Australian Institute of Marine Science:
Service desk Number: +61 7 4753 4123
Email: helpdesk@aims.gov.au

Bond University:
Service desk Number: +61 7 5595 4444
Email: itservicedesk@bond.edu.au
Web: https://bond.service-now.com/computer_support/contact_us.do

Central Queensland University:
Service desk Number: +61 7 4930 9090
Email: tasac@cqu.edu.au
Web: https://tasac.cqu.edu.au

Commonwealth Scientific and Industrial Research Organisation:
Service desk Number: 1300 4 CSIRO (1300 4 27476)
Email: servicedesk@csiro.au

Griffith University:
Service desk Number: +61 7 3735 5555
Email: ithelp@griffith.edu.au

James Cook University:
Service desk Number: +61 7 4781 5500
Email: ITHelpdesk@jcu.edu.au

QIMR Berghofer Medical Research Institute:
Service desk Number: +61 7 3362 3333
Email: sysadmin@qimr.edu.au

Queensland University of Technology:
Service desk Number: +61 7 3138 4000
Web: www.ithelpdesk.qut.edu.au (preferred option for logging incidents)
Email: ithelpdesk@qut.edu.au

Southern Cross University:
Service desk Number: + 61 2 6620 3698
Email: servicedesk@scu.edu.au

The University of Queensland:
Service desk number: +61 7 3365 6000
Email: itsupportdesk@its,uq.edu.au

University of Southern Queensland:
Service desk Number: +61 7 4631 1900
Email: usq.support@usq.edu.au

University of the Sunshine Coast:
Service desk Number: +61 7 5459 4455
Email: StudentITHelp@usc.edu.au
Web: www.usc.edu.au

2nd & 3rd Tier
UQ & Health Precinct
Technical Support

Health Precincts Service Desk Contact Details

University of Queensland Service Desk Contact Details
Service desk number: +61 7 3365 6000
Email: itsupportdesk@its.uq.edu.au

Queensland Health Service Desk Contact Details (All QH Hospitals)
QH EOC number: 07 3646 9444
Email: ID_EOC@health.qld.gov.au

Ramsay Health Service Desk Contact Details (Greenslopes Hospital)
Qld Ramsay IT Service Desk number: 1800 243 903
Email: itservicedesksupport.rhc@ramsayhealth.com.au

Mater Health Services Service Desk Contact Details (Mater Hospital)
Service desk number: +61 7 3163 2000
Email: N/A – faults must be logged via telephone

UnitingCare Health Service Desk Contact Details (Wesley Hospital, St Andrew's War Memorial Hospital & The Sunshine Coast Pr4ivate Hospital)
Service desk number: 1300 136 757
Email: myservicedesk@ucareqld.com.au

QUDIT Services Manager

QUDIT Service Manager Contact Details

Queensland University Directors of Information Technology
Telephone: +61 7 3138 9957
Email: project.manager@qudit.edu.au