

State of Iowa Help Desks

Iowa Communications Network (for ICN Customers)

Customer Service and Support

Phone: (515) 725-4633 or 877/426-4692 (toll free)

Requests for new, changes to and questions about:

- Telephone, Calling Cards and Other ICN Voice Services
- Data Circuits, Wide Area Networks
- Router Subscriptions
- Internet Access
- Video Conferencing and Video Gateway Services
- ICN Billing

Network Service Center

Phone: (515) 323-4400 or 800/572-3940 (toll free)

- Voice Trouble
- Video Trouble (Full-Motion, Compressed)
- Data and Internet Trouble

Iowa Public Television

Phone: (515) 242-4173 or (515) 242-3142

Information on Distance Learning and Education

Information Technology Enterprises Help Desk (Serves All DAS Customers)

Phone: (515) 281-5703 or 1-800-532-1174 (toll free)

- Operational status of systems:
 - Internet, Mainframe, E-mail
 - CICS transactions and files
- 3270 Support:
 - Mainframe session adds/deletes/changes
 - Microcode and other hardware support
- LAN/PC problems
- Password resets
- Online problem tracking
- Capitol Complex data network
- Batch job inquires
- Telecommunications issue
- Application user support

Human Services Network Help Desk (for DHS Terminal Users)

Phone: (515) 281-4694 or 800/922-8905 (toll free)

- Service Requests
- Server Problems
- Hardware/Software Problems
- Network Printer Problems

Iowa Workforce Development Help Desk (for IWD Terminal Users)

Phone: (515) 281-3431 or 800/397-3431 (toll free)

- Iowa Workforce Development Hardware
- Iowa Workforce Development Software
- Connectivity Issues for IWD Terminals