

# IT How to Guides

## Contact the IT Help Desk or Student Administration

### IT Help Desk

For all students and teachers, for IT help and support, your IT Help Desk team work extended hours, from 8am-7pm Monday to Friday.

This IT support service is for technical issues, however we are happy to help with any IT enquiries you may have. We will always provide a prompt response, and if we cannot help you directly, we will try to connect you with other assistance or information providers.

- Email [helpdesk@my.navitas-professional.edu.au](mailto:helpdesk@my.navitas-professional.edu.au)
- Call 02 9964 6322
- Lodge a ticket directly at [my.navitas-professional.edu.au/helpdesk](http://my.navitas-professional.edu.au/helpdesk)
- [View scheduled maintenance and downtime for the Student Portal](#)

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### Student Administration

If you need assistance relating to your studies, such as timetables, grades, enrolment, fees or graduation, you should contact your Student Administration team.

Student Administration Contact Details:

*Australian College of Applied Psychology*

Email: [admin@acap.edu.au](mailto:admin@acap.edu.au) or Phone: 1800 061 199

*Health Skills Australia*

Email: [HSAAdministration@navitas.com](mailto:HSAAdministration@navitas.com) or Phone: 1300 306 886

*Navitas College of Public Safety*

Email: [admin@ncps.edu.au](mailto:admin@ncps.edu.au) or Phone: 1800 783 661

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### Your Teacher

If you have a question about the content in a particular class, such as a lecture recording, assignment information or a class forum, please [contact your teacher](#) for that class.

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