

Desktop IT Repair Centers Available for All CentraCare and Carris Health Employees

The Information Systems and Technology department understands that our work from home employees may require in-person computer and hardware assistance. To meet this demand, we created centralized Desktop IT Repair Centers at the Administrative Services Building (ASB) in St. Cloud and the Washington Building in Willmar. Employees needing in-person service to repair their CentraCare and Carris issued devices will be scheduled by appointment at one of our two locations.

Need IT Assistance?

CentraCare employees can submit a [ServiceNow](#) ticket or call the CentraCare IS Service Desk at ext. 54540 or from an outside line 320-656-7066 to report the issue. IS Support staff will offer remote assistance. If they determine that onsite repairs are required, an appointment will be scheduled with the Desktop IT Repair Center staff. They will identify any equipment that you should bring to the appointment. Upon arrival, the ASB doors will be locked. Please use your cell phone to call the number posted on the door.

CentraCare Desktop IT Repair Center

ASB (Administrative Services Building)

1600 Co Road 134

St. Cloud, MN 56303

Appointments are available Monday to Friday from 9:00AM – 11:00AM and 1:00PM - 3:00PM.

Walk-ins cannot be accommodated at this time.

Carris Health employees can submit a [ServiceNow](#) ticket or call the Hospital Help Desk at 320-231-4264 or Clinic Help Desk (320)231-5053 to report the issue. IS Support staff will offer remote assistance. If they determine that onsite repairs are required, a designated drop-off time will be arranged. They will identify any equipment that you should bring to the repair center. Upon arrival, the Washington Building doors will be locked. Please use your cell phone to call the number posted on the door.

Carris Health Desktop IT Repair Center

Washington Building

325 Willmar Ave SW

Willmar, MN 56201

Appointments are available Monday to Friday from 8:00AM – 4:30PM.