

(Sci & Eng) Contact List for Systems and Service

by the Center for Information Infrastructure



System / Service	Contact (# means a Slack channel)
Science Tokyo Auth. System	#help-sciencetokyo 認証システム-情報基盤課 ✉ : contact@helpdesk.cii.isct.ac.jp
Slack	#help-学生 slack-情報基盤課
Box	#help-学生 box-情報基盤課
Zoom	#help-学生 zoom-情報基盤課
Science Tokyo Gmail Tokyo Tech Mail	#help-mail-情報基盤課 ✉ : contact@helpdesk.cii.isct.ac.jp
Science Tokyo LMS	✉ : lms.help@adm.isct.ac.jp
Software provided by the Center for Information Infrastructure	<ul style="list-style-type: none"> ● Adobe : #contact-adobe-情報基盤課 ● Chem Draw : #contact-chemdraw-情報基盤課 ● MATLAB : #contact-matlab-情報基盤課 ● Sophos : #contact-sophos-情報基盤課 Other inquiries ✉ : ca-query@cii.isct.ac.jp
MS365 (Regarding installation of Word, Excel, PowerPoint, etc.)	#contact-ms365-情報基盤課 <ul style="list-style-type: none"> ● Science Tokyo つばめ生活協同組合 (COOP) Ookayama : Centennial Hall, Floor 1 Suzukake-dai : H2 Bldg., Floor 1 Opening hours : 10 a.m. - 5 p.m. on weekdays
Wi-Fi such as ScienceTokyo (Campus Wireless LAN)	<ul style="list-style-type: none"> ● Science Tokyo つばめ生活協同組合 (COOP) Ookayama : Centennial Hall, Floor 1 Suzukake-dai : H2 Bldg., Floor 1 Opening hours : 10 a.m. - 5 p.m. on weekdays

☆ You can find the FAQ and related manuals are on the back. Please have a look!



How to Open Slack ~ Use the search box at the top to join the channel you want! ~

Log in to the “Science Tokyo Auth. System” and open “Slack”.

Select the workspace that you want to join, and Slack will open in your web browser.



*** For Medical & Dental Sciences members or inquiries about their systems,** contact below.

Science Tokyo IT Helpdesk << For Medical & Dental Sciences >>

10 a.m. – 12 p.m., 1 p.m. – 5 p.m. (Closed on weekends/holidays)



: 03-5803-5599



: contact@helpdesk.cii.isct.ac.jp

Frequently Asked Questions

Q: I cannot log in to the Science Tokyo Auth. System!

A: You may use your student number or any college email address.

【How to check your Science Tokyo ID】

<https://www.helpdesk.cii.isct.ac.jp/st/helpdesk/science-tokyo/sci-eng-id-en.html>



Q: I forgot my password for the Science Tokyo Auth. System!

A: You can reset your password yourself using the email address you previously registered for password reissue.

【How to Reset Your Password】

<https://www.helpdesk.cii.isct.ac.jp/st/helpdesk/science-tokyo/password-reissue-en.html>

* If you forgot the email address registered for password reissue, please contact us through the contact list of the “Science Tokyo Auth. System” shown on the front, or reset your email address for password reissue at COOP counters on the Science & Engineering campuses (e.g., Oookayama or Suzukake-dai).



Q: When I try to log in to the Science Tokyo Auth. System using Mail Authentication, I don't receive the one-time password notification!

A: Did you make sure to click the green “Send One-Time Password” button?

【How to log in to the Science Tokyo Auth. System】

<https://www.helpdesk.cii.isct.ac.jp/st/helpdesk/science-tokyo/login-en.html>



Q: When I select “Gmail” on the Science Tokyo Auth. System, my personal Gmail inbox is displayed, and I can't access my Science Tokyo Gmail inbox.

A: You can switch to your Science Tokyo Gmail account. Please refer to the following URL for instructions on changing your Gmail account.

【First time using Science Tokyo Gmail】

https://www.dx.titech.ac.jp/st/gmail/en/first_login.html



— Contact Information —

Science Tokyo IT Help Desk

9 a.m. -12:15, 1:15 p.m. - 5 p.m. (Closed on weekends/holidays)



: #st-help-it サポート-情報基盤



: 03-5734-3654



: contact@helpdesk.cii.isct.ac.jp



: Centre for Information Infrastructure* Floor 2, Oookayama Campus

*Previously, Global Scientific Information and Computing Center (GSIC)



~ From November 1, 2025, the IT Help Desk counter will move to a new location ~

New Location: Ishikawadai Bldg. 8, 4th Floor (The office right in front of the elevator)