IT Department

Director of IT: Almaz Bakenov / bakenov_a@auca.kg

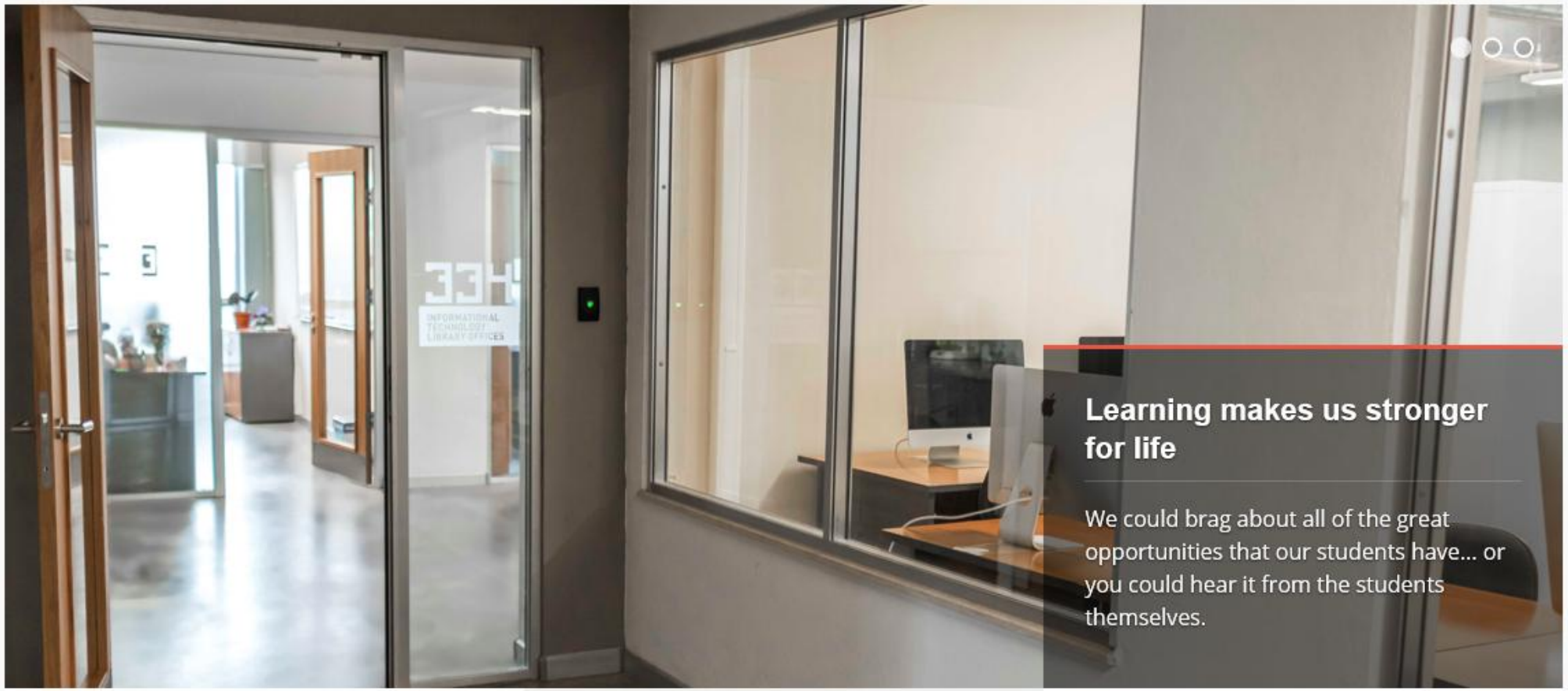
Director of operations: Zarlyk Jumabek uulu / jumabek_z@auca.kg

it.auca.kg

- The IT Department's mission is to provide the information technology required for the fulfillment of the AUCA mission in an efficient and effective manner through development, procurement, implementation, operation and support of computing infrastructure and services.

auca IT

ABOUT US | NEWS | EVENTS | HANDBOOKS | DOCUMENTS | MANUALS



RECENT NEWS

WIFI SECTION

- Your AUCA’s account works for everything

Projectors, laptops for teaching

- Please, send an email with request to it@auca.kg
- https://help.auca.kg/
- Memo via Division Office Coordinators

American University of Central Asia

Sign In

Support Center Home | Open a New Ticket | Check Ticket Status

Welcome to the AUCA Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

Open a New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.

Open a New Ticket

Check Ticket Status

We provide archives and history of all your current and past support requests complete with responses.

Check Ticket Status

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Low level technical issues

- Software installation, my computing device is slow in operation, etc.

- Please, go to room 242 or call 208
- IT support staff is available from 8am till 10pm

High level technical issues

- Cannot connect to AU-Cisco
- Cannot login to AUCA’s application

- Please, go to room 334 or call 202, 203, 205

Printing, desktops, BYOD

- Faculty zones
- Division Project Coordinators

Always online

IT Depeartment management

Director of IT: Almaz Bakenov / bakenov_a@auca.kg

Room 335, Phone 201

Director of operations: Zarlyk Jumabek uulu / jumabek_z@auca.kg

Room 334, Phone 203