REQUESTS/QUESTIONS

For standard (non-urgent) issues or questions, you can create your own service ticket or check on the status of an existing ticket at http://itrequest.bu.edu.

TIMELY NEEDS

For more immediate needs, call the Help Desk at 940-HELP (4357) to speak with a technician.

AFTER HOURS

If you have a critical business need that requires attention and the Help Desk is closed, please call 940-HELP (4357) and you will be presented with an option for after hours support. This should be reserved for issues that absolutely cannot wait until the next business day as a technician will be interrupted during their time off to address the issue.

MEDIATED SPACES HOTLINE

If you are presenting in a classroom or mediated space and require immediate assistance due to a technology issue, please use the phone in the room and choose the “Push for Priority Tech Assistance” button. If no phone is available, call the Help Desk at 940-HELP (4357) and choose option 3.