

Information Technology Services

IT Services is the university's central group that provides technology services, solutions, and support to all Northeastern students. Visit the Connect To Tech guide (https://connect-to-tech.northeastern.edu/students/?utm_source=fy22&utm_medium=catalog&utm_campaign=connect) for key technology resources and information that are particularly helpful to students, such as Northeastern accounts, email, laptop recommendations and discounts, software, and good-to-know websites and mobile apps.

Technology Support and IT Service Desk

Tech Service Portal (<https://service.northeastern.edu/tech/>) (for self-service and live chat support)

617.373.HELP [4357]

help@northeastern.edu

The IT Service Desk is available 24 hours a day, 7 days a week, to assist you with your technology questions and issues—call or email anytime for support. Outside of the Boston area, i (https://services.northeastern.edu/tech/?id=kb_article&sys_id=18ace88a1bd4b0100813a643b24bcb11)nternational and toll-free calling options are available (https://services.northeastern.edu/tech/?id=kb_article&sys_id=18ace88a1bd4b0100813a643b24bcb11). Visit the Tech Service Portal (<https://services.northeastern.edu/tech/>) to search for how-tos and FAQs, borrow a laptop or other equipment, start a live chat, and search other resources. Occasionally, interruptions to university systems, services, and tools can happen for both expected and unexpected reasons—when they do, get updates about them through Northeastern's IT Status page (<https://northeastern.statuspage.io/>).