

Information Technology Services

IT Services is the university's central group that provides technology services, solutions, and support to all Northeastern University students. Visit the Connect To Tech guide (https://connect-to-tech.northeastern.edu/students/?utm_source=fy23&utm_medium=catalog&utm_campaign=connect) for information and key technology resources 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/?utm_source=fy23&utm_medium=catalog&utm_campaign=connect) (for self-service, requests, chat support, and other technology assistance)

617.373.HELP [4357]

help@northeastern.edu

The IT Service Desk is available 24 hours a day, 7 days a week, to assist with technology questions and issues—call or email anytime for support. Outside of the Boston area, international 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, interrupts to university systems, services, and tools can happen—when they do, get updates about them through Northeastern's IT status page (<https://northeastern.statuspage.io/>).