Graduate Student Technology Support

Technology support is generally provided by **UMassIT**

- Types of Support
    - Accounts: NetID & Password Help
    - Google Mail
    - Online File Storage
    - Free & Discounted Software
    - Discounted Hardware
    - Consulting & Troubleshooting including reasonably priced hardware repair

- Contact Information

    - **Website**

    - **Submit or view an online help request**

    - **Chat with a consultant**

    - Email: **it@umass.edu** (from your UMass email account)

    - Call the Help Center at 413-545-9400

    - Stop by A109 **LGRC Lowrise** (subject to change due to Covid-19)
      (8:30 a.m. - 5:00 p.m., Monday - Friday)

    - For **Extended Support Hours,** stop by the **Learning Commons** (subject to change due to Covid-19)

Isenberg Technology Support and Service (TSS)

- Types of Support

    - Isenberg Classroom technology

    - Isenberg Computer labs & printers

        - Physical labs: see the lab TA for assistance, located in the computer labs

        - Virtual Computer: **How to connect to the Virtual Lab Computers**

            - **How to troubleshoot Connectivity problems**

            - TSS is unable to assist students using specialized class software

- Contact Information

    - Zoom: https://umass-amherst.zoom.us/j/467511536
    - Call the TSS Help Desk at 413-545-5586
    - Email: tss@isenberg.umass.edu
    - **FAQs**

BlackBoard Contact 24/7 support You have the option of email, live chat or phone.

Moodle Contact information and support articles You have the option of email, live chat or phone.