

Contact Support

[Classroom Issues](#)

[ITS - Service Desk](#)

[University Service Desk](#)

Suffolk University provides faculty, students and staff, technology support through our Information Technology Services department. We provide support in multiple ways, including online and in person.

Not sure who to contact with a technology question? Check out this guide to technology support at SU. When in doubt, call the [Service Desk](#) and they will log your issue and route it to the appropriate office.

Issue	Who to Contact	Contact Info
Computers and equipment in classrooms and labs and in faculty and administrative offices	University Service Desk	Online: Service Desk Request Form Email: servicedesk@suffolk.edu Call: 617-557-2000
Software updates and installations	University Service Desk	Online: Service Desk Request Form Email: servicedesk@suffolk.edu Call: 617-557-2000
Research software	University Service Desk	Online: Service Desk Request Form Email: servicedesk@suffolk.edu Call: 617-557-2000
Operating systems (Windows and Mac) and browsers (Internet Explorer, Firefox, Safari)	University Service Desk	Online: Service Desk Request Form Email: servicedesk@suffolk.edu Call: 617-557-2000
Client applications (Microsoft Office, Adobe Acrobat)	University Service Desk	Online: Service Desk Request Form Email: servicedesk@suffolk.edu Call: 617-557-2000
Instructional technologies (Blackboard, Collaborate, Panopto CourseCast, etc)	University Service Desk	Online: Service Desk Request Form Email: servicedesk@suffolk.edu Call: 617-557-2000 For Blackboard and Collaborate help after business hours, use: Call: 866-886-4861
Instructional consultation and educational technology training	University Service Desk	Online: Service Desk Request Form Email: servicedesk@suffolk.edu Call: 617-557-2000
Suffolk email, Outlook or Umail	University Service Desk	Online: Service Desk Request Form Email: servicedesk@suffolk.edu Call: 617-557-2000

MySuffolk portal	University Service Desk	Online: Service Desk Request Form Email: servicedesk@suffolk.edu Call: 617-557-2000
Wireless access	University Service Desk	Online: Service Desk Request Form Email: servicedesk@suffolk.edu Call: 617-557-2000
DataTel	University Service Desk	Online: Service Desk Request Form Email: servicedesk@suffolk.edu Call: 617-557-2000
Suffolk University web site	University Service Desk	Online: Service Desk Request Form Email: servicedesk@suffolk.edu Call: 617-557-2000
Projectors	University Service Desk	Online: Service Desk Request Form Email: servicedesk@suffolk.edu Call: 617-557-2000
Professional recording of special events; audio/visual equipment	University Service Desk	Online: Service Desk Request Form Email: servicedesk@suffolk.edu Call: 617-557-2000