

# Return of IT Help Desk Phone Support - August 3, 2020

US:IT is happy to announce the reopening of IT Help Desk phone support on August 3, 2020. Phone support closed along with campuses for COVID19. With IT Staff returning to campuses, and improved phone technology, we are now able to reopen phone support. The Live Chat help desk ([it support.maine.edu](https://support.maine.edu)) will continue as well.

Based on your feedback we have realigned our resources to better support your teaching, learning and work activities and provide the support you need no matter where you work from. We have already incorporated many of these improvements in our Live Chat help desk. For example:

1. We are providing ongoing training to our help desk staff to be able to help anyone from any campus.
2. We've added prompts to the phone system to route your calls better.
3. We've created real-time channels between our help desk staff to keep them informed so they can contact specialized technicians for assistance to resolve your issues quickly.
4. For now, the telephone help desk will be open from 8am to 4:30pm, Mondays through Fridays.
5. The Live chat help system will continue to be available from 8am to 8pm weekdays and from 10am to 6pm on weekends.
6. You can reach the telephone help desk at **800-696-HELP (4357)** or by calling one of the campus help desk numbers.
7. If you call when we are closed you can leave a message that will be automatically routed to other support staff.
8. If you contact us with an urgent issue, during operating hours, no matter your location, we will respond immediately.

**Classroom Technology Issues.** If you experience a technology issue in a classroom:

1. USM - please continue to call 207-780-4280 for the USM Media Services Team.
2. UMaine - please continue to call 207-581-2500 for the UMaine Media Services Team.
3. For all other locations, please contact the US:IT Help Desk at 800-696-4357 or use one of our classroom priority help numbers 621-3030 or 581-3535. These numbers route your call directly into our classroom support queue.