After-Hours Assistance: Mobile Devices

Summary

The SOM IT Service Desk offers call support Monday - Friday, 8:00 a.m. - 5:00 p.m. EST by calling (203) 432-7777. Use this article if you reach us outside our normal business hours for support for your mobile devices.

Step-by-step guide

If you are having technical issues with your mobile device outside of regular business hours:

1. Please call (203) 785-4700 and you will be connected to an answering service
2. Let them know that you are having a cell phone problem and that it is urgent
3. Someone from the Yale Telecom staff will call you back

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