**Media 911**

**Summary**

Media 911 support is enacted when someone presses the HELP button in a classroom or lecture hall. It typically indicates a media emergency. In addition, some of the advance hardware will send automated notifications when they need attention. Media Services monitors and acts on those notifications as well.

**Features**

- Urgent media support needed
- Supported during business hours.
- Proactive response for equipment with automated notifications

**Who can use it?**

Any faculty, staff or guest who is using our lecture halls and classrooms which are equipped with emergency buttons.

**How much does it cost?**

This service is available at no charge to the Yale School of Management community.

**How do I get it?**

There is a media HELP button in all rooms which are equipped with qualifying equipment and service. Press the button and a media technician will be immediately dispatched to your location.

**Related Policy and Procedures**

- All users of Yale University computing and networking facilities are expected to read and abide by the Information Technology Appropriate Use Policy. For additional information, please familiarize yourself with the Policies and Procedures related to HIPAA Security.

**Related Knowledge Articles**