The Service Desk

Summary

The SOM Information Technology Services department provides a variety of computing resources to the SOM Community. The school is equipped with a computer laboratory, email kiosks located throughout the building and networked breakout rooms. Yale SOM has a fully functional wireless environment, offering the SOM community the freedom to work, study, or meet anywhere in the building. The Service Desk (previously known as the SOM IT Help Desk) can assist you in a variety of ways, should you be unable to find the help topic you need in one of our helpful online knowledge pages.

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<tr>
<th>Method</th>
<th>Description</th>
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<tr>
<td><strong>via Walk-in Center</strong></td>
<td>SOM IT has Walk-in hours during the Academic year from 8:00am-5:00pm M-F and Summer hours that begin the day after Commencement from 8:30am-4:30pm M-F to assist with software and SOM resource issues and configuration.</td>
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<tr>
<td><strong>via Email</strong></td>
<td>SOM IT can be contacted via email by sending a message to <a href="mailto:somit@yale.edu">somit@yale.edu</a>. The subject of the email becomes the Summary/Title of our ticket where the issue/request is tracked and communication is managed. The body of the email becomes the issue/request’s description- the more details the better.</td>
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<tr>
<td><strong>via Phone</strong></td>
<td>SOM IT can be contacted by phone for emergent issues at 203-432-7777 during and after walk-in hours. If the call is received after hours, clients can press 1 to be contacted to a live Yale IT technician.</td>
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<tr>
<td><strong>via Deskside</strong></td>
<td>The SOM IT Service Desk offers in person Deskside support by calling (203) 432-7777 to schedule an appointment. This service is available during the Academic year Monday - Friday from 8:00 a.m. - 5:00 p.m. EST and has Summer hours that begin the day after Commencement Monday - Friday from 8:30 a.m. - 4:30 p.m. EST.</td>
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