How to: Contact IT Help Central

Details

You may use any of the following means to reach IT Help Central.

**askIT**

*Search the knowledge base or submit an issue*

Many answers to common IT support questions at Texas Tech University may be found by searching the TTU IT Division's knowledge base in askIT at [www.askit.ttu.edu](http://www.askit.ttu.edu).

If your answer was not in the knowledge base, you may submit an issue to IT Help Central through askIT by clicking the **Open an issue** link.

![Contact & support]

**Chat and callbacks**

Chat can be accessed through askIT at [www.askit.ttu.edu](http://www.askit.ttu.edu). To chat with IT Help Central, click on the chat box on the right or bottom of your screen.
Below the chat button, there is a callback button. To receive a call the next time a Service Desk agent is available, click this button and provide a phone number.

**Telephone**

IT Help Central may also be reached at **806-742-4357 (HELP)**.

Our toll-free phone number, available domestically and internationally, is **877-484-3573**.

**Email**

IT Help Central may be reached by email at **ithelpcentral@ttu.edu**.

**Walk-up Services**

Walk-up Services are available on multiple locations on campus when in-person assistance is desirable.

**Our website**

IT Help Central's website is **https://www.depts.ttu.edu/ithelpcentral**.

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**Solution Properties**

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