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.

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.

Chat and callbacks

Chat can be accessed through askIT at 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.