

Introducing the Rutgers IT Help portal

Rutgers Chief Information Officer <cio@rutgers.edu>

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To: INFO_STUD_ALLCAMPUSES@RAMS.RUTGERS.EDU <info_stud_allcampuses@rams.rutgers.edu>

Dear Rutgers students,

Where can you find answers to tech-related questions about Zoom, ScarletMail, Microsoft Office, or other services at Rutgers? How can you get help with an information technology (IT) issue? Look no further than the new [Rutgers IT Help portal](#), a one-stop shop for IT help at Rutgers.

[Log in with your NetID and password](#) and see how easy it is to find the tech help you're looking for.

The Rutgers IT Help portal is available for you to:

- **Quickly find answers to tech questions on your own.** You have 24/7 access to [how-to articles and frequently asked questions](#) on all things tech.
- **Get support for any Rutgers technology service available to you as a student.** Use the online ticketing system to report any tech issues to the Office of Information Technology Help Desk.
- **Track your tech support interactions.** Check on your issue and get frequent status updates from support staff through the portal.
- **Access any time, from anywhere, on any device.** The portal is desktop, mobile, and tablet friendly.

You can also check out other important Rutgers IT resources like the [Rutgers IT website](#), [IT alerts](#), help and support locations and hours, and more.

If you have questions or need help accessing the Rutgers IT Help portal, [contact your local Office of Information Technology Help Desk](#).

Have a great semester!

Michele Norin

Senior Vice President and Chief Information Officer