

Making the best use of the IT Support Centre

Should I call, or use self service?

The IT Support Centre offers different types of support.

Urgent queries are best dealt with by telephone, but some instructions are easier to follow on screen.

Call us if...
You have an IT security incident, such as a compromised IT account or virus
You're unable to work
You have an imminent deadline
A problem is affecting a large number of colleagues
A problem is affecting a 'business critical' service

Use the website if...
You are checking on the progress of an existing request
You have a viable workaround to a problem
You have a long deadline
You want to read step-by-step instructions
You are making a general IT request

When is the best time to call?

Our lines are open 24 hours a day, 7 days a week, but some times are busier than others.

If you'd like to speak to us, but it's not urgent, use the chart below to find out the best time to call us on the telephone.

	Monday	Tuesday	Wednesday	Thursday	Friday
8am - 10am	Busy	Busy	Moderately busy	Moderately busy	Moderately busy
10am - 12 noon	Moderately busy	Moderately busy	Moderately busy	Least busy	Least busy
12 noon - 2pm	Busy	Busy	Busy	Busy	Busy
2pm - 4pm	Moderately busy	Moderately busy	Least busy	Least busy	Least busy
4pm - 5pm	Busy	Moderately busy	Least busy	Least busy	Least busy

Monday to Friday, 5pm - 7pm	Moderately busy
Monday to Friday, 7pm - 8am	Least busy
Saturday and Sunday	Least busy

Key: Busy Moderately busy Least busy

This information is not a guarantee of availability; it is taken from statistics relating to telephone calls on an average week, and is subject to change, especially during busier times of the year such as welcome week, the first week of the academic year, or in the case of an incident affecting a large number of people at the University.

We will let you know about any major incidents on Twitter, so if you see your issue on @UoM_ITS, there is no need to call, we're working hard to fix it.