



UNIVERSITY OF
BRIDGEPORT

POLICY AND PROCEDURE

TITLE:	IT support
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POLICY STATEMENT:

In order to provide IT support, all employees, staff, faculty and students are asked to submit a helpdesk case. This will allow the ticket to be triaged and routed to the proper support team and/or technician to provide assistance.

PROCEDURE DETAILS:

To open an IT Support Case please email helpdesk@bridgeport.edu or call us at 203-576-3300. Please provide your name, UB ID#, UB email address, personal email address (as means of secondary contact), phone number, any relevant location details, and a description of the issue.

PUBLISH POLICY STATEMENT (CLICK ON BOX NEXT TO OPTION-SELECT ALL THAT APPLY):

☒ UNIVERSITY CATALOG

☒ STAFF HANDBOOK

☒ FACULTY HANDBOOK

☒ STUDENT HANDBOOK

DEFINITIONS:

N/A.

EXCLUSIONS:

N/A

OFFICES DIRECTLY AFFECTED BY THE POLICY:

Academic and Campus Technology Services (ACTS)

HISTORY:

CREATED 11/17/23

REVIEWED 4/2025

EFFECTIVE DATE:	Immediately
RESPONSIBLE OFFICE (ONLY ONE):	Academic and Campus Technology Services (ACTS)
REVIEW DATE:	November 17, 2023

APPENDIX:

Terms of Service:

A case opened after business hours may not be responded to until the next business day.

Cases are addressed in order as they are received.

If you have to follow up on a ticket, please respond to the current conversation. Do not compose a new email.

Do not CC helpdesk@bridgeport.edu in email conversations. Such cases can be discarded. To open a new case, send emails directly to helpdesk@bridgeport.edu.

Provide as much information as possible to help ACTS understand the issue/request clearly.

Do not open multiple cases for the same request as it does not change the initial case creation date and time.