

Transforming IT Support at MIT

24/7 Chat
IT Service Center
Tech Support Pod



**Phone, Email,
and Chat (Atlas app)**

**Virtual Help
(24/7)**

**Hybrid
Virtual-
Physical
Option
(24/7)**

**COMING SOON:
Tech Support Pod**

**In-Person
Assistance
(Business Hours)**

IT Service Center



CHAT

- Accessible through the Atlas app
- 24/7 chat support
- Chat with a live agent



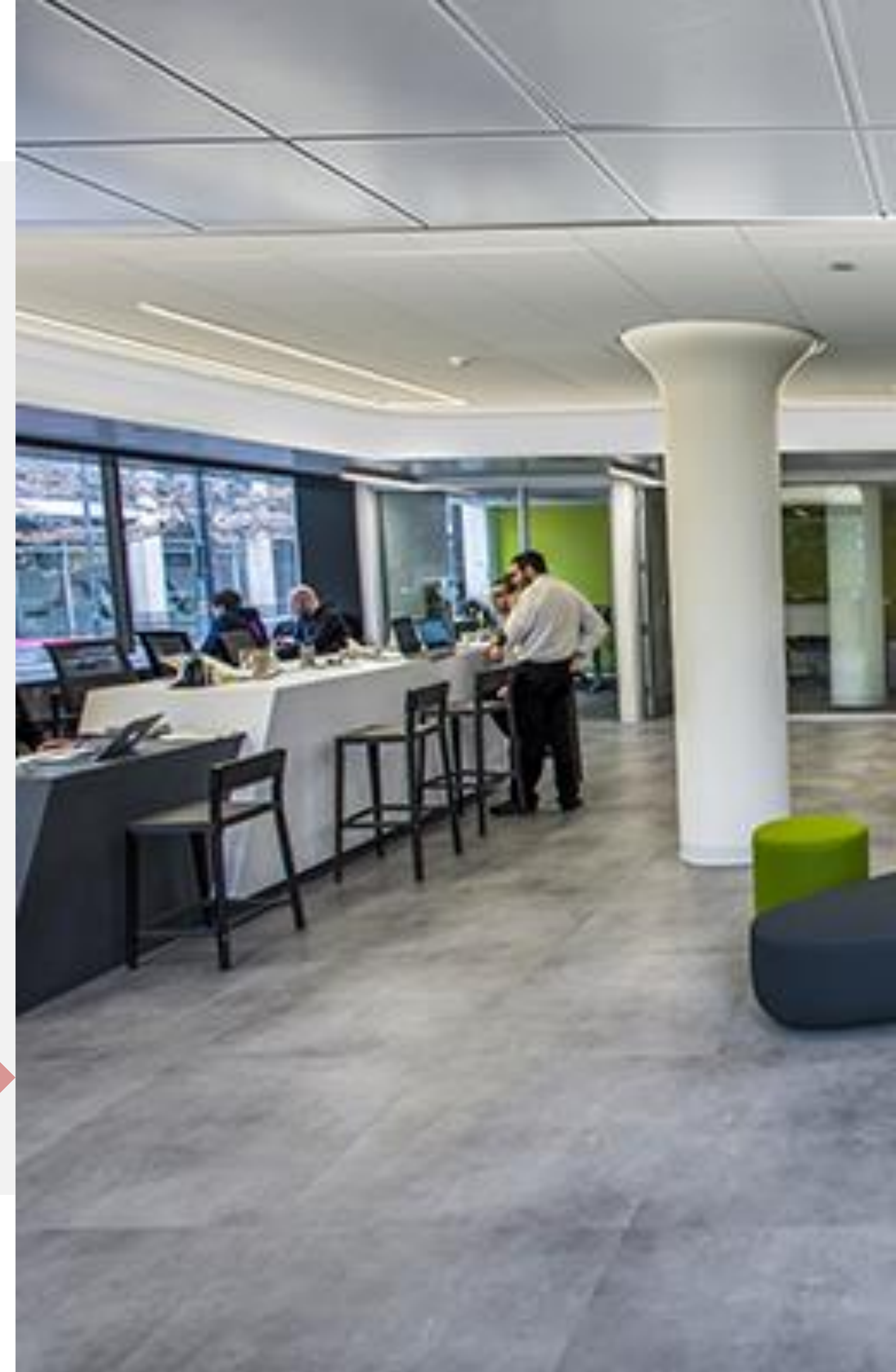
IT SERVICE CENTER

- Troubleshoot IT issues
- Diagnose machines
- Loaner equipment
- **NEW 2024: International travel loaners**
- **NEW 2024: On-site hardware repairs**

Walk-ins Welcome!

E17-106

Mon-Fri, 8 AM- 5 PM



Tech Support Pod

- Web Cam
- Touch Screen
- Privacy Glass
- Overhead Camera

COMING SOON!

