

Technical Assistance

Student Help Center

Staffed Monday through Thursday from 8:00 am until 10:00 pm, Friday from 8:00 am to 6:00 pm, Saturday from 10:00 am to 8:00 pm, Sunday from noon until midnight - September through May.

Staffed Monday through Friday from 8:00 am until 5:00 pm - June through August.

(Closed on state and national on holidays).

Phone (on campus) :
ext. 5950

Phone (off campus) :
508.215.5950

Location: Lower Level of Hemenway Hall Room G17/G20 (along with the general use computer lab)

Laptop Repair Depot

Staffed Monday through Friday from 8:30 am until 5:00 pm.

(Closed on state and national holidays).

Phone (on campus) :
ext. 5906

Phone (off campus) :
508.215.5906

Location: Lower Level of the Arthur M. Doyle Technology Center (next to the Library)

E-mail: SHD@student.framingham.edu

Passwords

Go to <https://password.framingham.edu> to reset a forgotten password, or to change an existing password, for all University applications including Blackboard.

Blackboard Assistance

24 x 7 Call Center Support

Blackboard technical support is available 24 hours a day, 7 days a week.

Phone (toll free) :
866.361.8970

TTY (Teletypewriter):
703.464.0515

Online Resource Center:
<http://d2.parature.com/ics/support/default.asp?deptID=850>

Educational Technology Office

Staffed Monday through Friday from 8:30 am until 5:00 pm.

(Closed on state and national holidays).

Phone (on campus) :
ext. 4927

Phone (off campus) :
508.626.4927

Location: Lower Level of Hemenway Hall Rooms G05 and G09

E-mail: ETO@framingham.edu