

November 17, 2023

IT Support Reminder

Visit the [DSHA Resource Page](#) for additional support on Microsoft Teams, Outlook, Scan to Email, Jabber, Phone Dialing, IT Quote Requests, etc.

For urgent issues, **Call the Service Desk** at **302-739-9560** (phone calls are prioritized) or

Email DTI_servicedesk@delaware.gov

****Please discontinue using Techweb for submitting IT support tickets!***

Be prepared to hear an automated greeting and follow the voice prompts. Provide the specialist or leave a voicemail with the following information:

- Full Name and delaware.gov email address
- A brief description of the issue or request
- Level of urgency

A service ticket (with email confirmation) will be opened, and a specialist will respond.

IT Support Includes But is Not Limited To

- Email and Office 365
- 24/7 support of technical critical incidents
- State devices (desktop computers, laptops, tablets & printers)
- [Requests for new hardware/software](#)
- Phone issues
- Network connectivity issues

Important:

For a **Network Password Reset**, access id.delaware.gov and use Self-Service to reset your password. If you cannot reset the network password via Self-Service, please contact your (ISO) Information Security Officer, Anthony Williams. He will contact the DTI Service Desk to approve the password reset request.

The DTI Enterprise Service Desk is available 24x7x365 for all IT assistance.