



IT Support Quick Reference



Beginning Nov. 6, 2023

Contact the Enterprise Service Desk,
24x7x365, for IT help.

Email: DTI_servicedesk@delaware.gov

Call: 302-739-9560

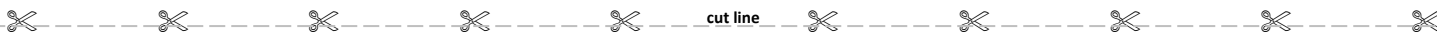
For urgent issues, contact the Service Desk by phone.

IMPORTANT: For a Network Password Reset, access id.delaware.gov and use Self-Service to reset your password.

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

**If you are unable to 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.*



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