Hello and welcome to Suffolk University from Tech Support Services.

You can find info pertaining to all tech matters on the ITS website.

The service desk falls under tech support and is located on the 6th floor of Sargent Hall.

At this time, most of the support team is remote but ready to help.

If you have any questions/concerns, please call or email us.

Your Suffolk account or Suffolk credentials is your username or password.

Your password will expire every 120 days, so keep an eye out for an email that will tell you it will expire.

Your account gives you access to all of these Suffolk systems: email, Blackboard, Zoom, etc. via the single sign-on page.

Log in with your username. You do not need your full email address, and password.

When you do receive your "password will expire" email, you can change your password here.

If you get locked out of your account, you will need to call the Service Desk for a password reset, but if you add your cell to password self-service, you can change it yourself.

You do this by enrolling in password reset by clicking this link.

One of the many systems your Suffolk account gives you access to is the email system.

To access email, open any browser and type o365.suffolk.edu. That's the letter o.

Log in at the single sign-on page and your email will launch.

Click on the square in the left side to access all the Office apps, including OneDrive, with one terabyte of storage space.

You can also download and install these apps to your personal device by clicking on the Office 365 link.

Phishing is an email attempting to obtain sensitive information, such as your username, password, or even your credit cards.

They usually appear as if they're coming from a legitimate source.

These are examples of actual phishing emails some students have received.

They look legit -see, with the Suffolk logo- but they are not.

Please be sure to read these emails carefully.

If you do receive any phishing emails, click the "phishing" under the junk tab.
So that is a quick overview of some of the tech matters you need to know while at Suffolk University.

If you need any help or any questions, please call or email us.

I welcome you and wish you all the best.