The Yale NetID [1] which is provided to most Yale students and scholars by their school or department, allows access to the campus network and many University systems. Information Technology Services [2] (ITS) at Yale can answer questions relating to NetIDs or Yale network connectivity.

- **WiFi** is available for free on campus, including in Yale's International Center and many other locations around campus and the New Haven area. Consult the Yale ITS [3] or New Haven WiFi Guide [4] to find convenient locations.
- **On-Campus Connectivity**: A no-cost Ethernet connection is provided in each Yale dormitory room. If there are problems with the connection, contact the Student Technology Collaborative [5].
- **Off-Campus Connectivity**: To obtain high-speed cable or broad-band DSL Internet service in your off-campus residence or graduate apartment, you will need to consult one of the outside providers in the area, such as Frontier [6] or Comcast [7]. Yale University does not offer high-speed Internet access in any off-campus housing.

### Help Desk Support

The ITS Help Desk is a technical support team that provides computing support services over the phone and via email.

- Call (203) 785-3200 or (203) 432-9000, Monday - Friday, 7:00 a.m. - 6:00 p.m.
- Email: helpdesk@yale.edu [8]
- Visit the ITS Help Desk Web page [9].

### Information Technology Services (ITS) [10]

View Larger Map

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Source URL: https://oiss.yale.edu/life-at-yale/practical-matters/internet-yale-netid

Links:
[1] https://veritas.its.yale.edu/netid/
[2] https://its.yale.edu/services/accounts-and-access
[3] https://yale.service-now.com/it?id=service_offering%26sys_id=23d6549e4c0a4200a6c4d2030ee1d382
[5] https://its.yale.edu/centers/student-technology-collaborative
[8] mailto:helpdesk@yale.edu
[9] https://its.yale.edu/it-help-and-support
[10] https://its.yale.edu/