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](https://its.yale.edu/services/accounts-and-access) (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](https://its.yale.edu/services/accounts-and-access) [3] or the [New Haven WiFi Guide](http://www.openwifispots.com/city_free_wifi_wireless_hotspot-New_Haven_CT.aspx#41.308153,-72.928158,14) [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](https://its.yale.edu/centers/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](https://frontier.com/) [6] or [Comcast](https://www.xfinity.com/) [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](https://its.yale.edu/it-help-and-support) [9].**

[Information Technology Services](https://its.yale.edu/) (ITS) [10]