



Contacting 24/7 Student Services for Support

If you require technical assistance for your course at Post, you can click here for [24/7 Tech Support](#) for chat options or call directly at: 1-888-458-POST (7678) and select **Option 1**.

Tips When Contacting 24/7 Support

At Post, it is recommended that you use [Chrome](#) or [Firefox](#) as a preferred browser for the best experience in your courses. Short for web browser, a *browser* is a software application used to locate, retrieve, and display content on the World Wide Web, including webpages, images, video, including your course materials.

You may have on a Windows computer, Microsoft Edge or on an Apple computer, Safari. It is preferred that you do not use these for your courses at Post, especially with your Pearson (or other Publisher) assignments.

- Contact your instructor to let them know you are having a problem and that you are reaching out to support.
- Please provide your name and email address when asked. Use your post email address if possible (firstname.lastname@students.post.edu).
- If the problem is related to one of your courses in Blackboard at Post, please specify the course and section. (Example: ENG110_A30_College Writing_2019_20_TERM6 – specifying term, course, and section)
- Support might ask to get your browser information which you can get that here: https://help.blackboard.com/Learn/Student/Getting_Started/Browser_Support/Browser_Checker
- Provide details on where you are having the problem (Ex: Unit 1: Readings and Resources>Video) and any error messages if you are getting an error or a screenshot if you can provide that.
- If there is a problem with an assignment or test submission that needs to be resubmitted or is stuck, reach out to your instructor as they would work with you on these issues.
- Additionally, 24/7 Support can assist with accessing and using productivity tools like Office 365.
- You can use this self-service to reset your own password and 24/7 Support can assist you with this process. Note, if you need 24/7 Support to reset the password, you can only do that via the phone option (not chat).

The image shows a screenshot of a password reset page for Post University. At the top left is the Post University logo. Below it is a back arrow and the email address 'passwordreset@post.edu'. The main heading is 'Enter password'. Below the heading is a text input field labeled 'Password'. To the left of the input field is a blue button with the text 'Forgot my password', which is highlighted with a red rectangular box and a red arrow pointing to it. To the right of the input field is a blue button with the text 'Sign in'.