



Contacting 24/7 Services for Faculty Technical Support

If you require technical assistance for your course or other systems 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 Program Chair if need any clarification on a course specific issue (preparation assistance).
- Please provide your name and email address when asked. Use your post email address if possible (firstinitial.lastname@instructor.post.edu).
- If the problem is related to one of your courses in Blackboard at Post, please specify the course and section. (Example: – specifying term, course, and section) – Example – 2020_21_TERM3_ACC111_30
- Support might ask to get your browser information which you can get that here: https://help.blackboard.com/Learn/Instructor/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 design change needed for a course, reach out to your PC as they can 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 password reset interface for Post University. At the top left is the Post University logo. Below it is the email address 'passwordreset@post.edu'. The main heading is 'Enter password'. There is a text input field labeled 'Password'. Below the input field is a link that says 'Forgot my password', which is highlighted with a red rectangular box and a red arrow points to it from the bottom right. To the right of the input field is a blue button labeled 'Sign in'.