

VUIT On-Campus Support

To ensure employee safety and a strict adherence to social distancing guidelines set forth by VU leadership, we are organizing support into three buckets:

Remote

Before in-person support is scheduled, technicians will troubleshoot remotely.

By-Appointment Visits

If an issue cannot be resolved remotely, customers will be able to visit technicians in Tech Hub locations on campus by appointment only.

Dispatch

All on-site technicians not handling appointment visits will be eligible for dispatch should a customer be unable to visit us on location.

We will have 4 Tech Hub locations where customers can visit by appointment. We expect most appointments will be same day or rapid turnaround but will adjust based upon volume. We will also have dispatchable techs located around campus, including in the Hill Center and Center Building.

Hill Center Tech Hub

Featheringill Tech Hub

Law "Tech Hub"

Owen "Tech Hub"

Hill Center

*Dispatch only

Center Building

*Dispatch only

VUIT continues to provide expanded hours for service and can be reached remotely during these hours:

Monday - Thursday
7:00am - 11:00pm

Friday
7:00am - 6:00pm

Saturday
Emergency On-Call

Sunday
2:00pm - 11:00pm

As always, if you need help, call us at **615-343-9999** or submit a help request at **help.it.vanderbilt.edu**



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