



Department of Information Technology

HELPDESK CONTACT INFORMATION

The Charles R. Drew University Information Technology Helpdesk provides phone, web and technical support to the campus community. All calls are logged and tracked to assure good Customer Service. We provide support for hardware and software, as well as network connectivity (Cabling, switches, routers), and telephones.

You can open a Helpdesk Service Request via email or by phone.

1. You can send an email to: helpdesk@cdrewu.edu
2. You can dial **(323)563-4990** (Leave your name, contact number, and a brief message)

HELPDESK SERVICE HOURS:

8:00 A.M. – 5:00 P.M. Monday through Friday (PST)