



For Everyone

IT Help Desk – Your First Stop for Technology Issues

When you experience issues with Houston Methodist technology like computers, phones, printers, Vocera, Rover, Epic, etc., contacting the IT Help Desk is one of your first stops. Many issues can be resolved by the Help Desk analysts while others require expertise from different application and technical teams. In these cases, the Help Desk analysts will send your ticket to technical teams to resolve.

For any technology issues, always start by submitting a ticket with the IT Help Desk. Here are three ways:

- Self-Service Portal – <https://it.houstonmethodist.org/help/>
- Email the IT Help Desk – helpdesk@houstonmethodist.org
- Call the IT Help Desk – 832.667.5600

Submitting a ticket will get you one step closer to resolving your issue and/or request.