Where can I get help?

The NIST Information Technology Assistance Center (iTAC) is available for limited support Monday through Friday, 7:30am-7:00pm, Eastern UTC-5. Users seeking connectivity assistance may contact iTAC in Gaithersburg, Maryland at 301-975-5375 or Boulder, Colorado, at 303-497-5375.

What support can I get?

1. Support is limited to devices used in support of the NIST mission.
2. Support is limited to the following actions:
   a. Step through connection instructions; or
   b. Verify if the device has been blocked due to a security incident (e.g., malware or misuse).
3. Prior to requesting support of a non-NIST device the owner must demonstrate:
   a. all outstanding operating system critical/high-level patches have been successfully installed;
   b. anti-virus software is installed, active (i.e., no expired trial versions) and has up-to-date definitions; AND
   c. any virus incidents reported by anti-virus software have been quarantined or removed.
4. Support will not be provided until all the items defined in #3 are in place.
5. Device owners are advised to:
   a. Implement instructions provided by iTAC;
   b. Bring associated plugs or cords; and
   c. Operate the device controls (keyboard, mouse, screen, etc.).