



Next Generation Network

Securing your connectivity for the future

NGN SUPPORT RESOURCES

We write to inform you that wired migration to the NGN network was successfully completed on **July 22, 2025** for the Yale School of Music Buildings (Hendrie, Sprague, Leigh, & Woolsey Halls).

Please note, **some telephones, computers, and devices may need to be rebooted following migration**. For telephones, simply unplug then replug the phone; service should be restored within 5-10 minutes, after the phone resets.

Should you experience any post-migration issues now or in the days ahead that are not rectified by a simple reboot, please follow the steps below to ensure quick and timely resolution:

1. Log a ticket **as soon as the issue arises** with the [ITS Help Desk](#) online or by calling **203-432-9000**; and
2. Mention **NGN migration** when you inform the ITS Help Desk of your issue

Following the above protocol directly after and in the days following migration will ensure your issue is prioritized and resolved quickly by the NGN team.

We also encourage you to explore the self-directed community resources available on the Support Hub of the [NGN website](#). There, you can find helpful "Quick-Start Cards" and articles intended to address common post-migration community needs, such as how to [connect via remote desktop connection](#), [remap a printer](#), and more. While there, you can also easily log a ticket with the Help Desk if needed by clicking on the [Questions?](#) icon.