

RTI (HP) SERVICE DESK CONTACT INFORMATION

If you need service on your HP copier/multi-function device, contact RTI. The RTI Service Desk can be reached by email at Service.mps@1rti.com or by phone at [1.833.784.7768](tel:1.833.784.7768). When contacting the Service Desk please provide the RTI ID or the device's serial number, this is the fastest way to identify the device you are calling about. Whether you call the service desk or email them, you will be able to speak with one of RTI's technology professionals.

RTI's normal business hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. CST, excluding holidays. Request for service or supplies can be made via an email or phone voicemail 24/7. Voicemails and emails received outside of normal business hours will be returned the following business day.

RTI will be providing Northwest with just-in-time toner deliveries. When a toner level reaches 10%, a toner will be automatically shipped to you. Spare toner is also stored in Mail & Printing Services. If you have an immediate need for toner, contact April Salinas in Mail & Printing Services at 1109 or mailcpy@nwmissouri.edu.