Getting Help With IT

The Campbell University IT Services Help Desk provides prompt, knowledgeable, courteous technology support services to the Campbell Community. The IT Services helpdesk uses a Remote First approach to providing help. If you need help, please contact us using one of the following methods. Please have your Campbell ID number when reaching out.

- Use the IT Service Desk Portal to submit tickets or search self-help solutions
  - Submit an issue using the "Ask for Help" option.
  - Make form-based requests for common items using the "Create a Request" option.
  - Search our Knowledgebase of common solutions.
  - Book an appointment with someone on-site (after you have consulted with the Help Desk).
  - Find links to other important pages like…
    - The IT Status Site
    - Blackboard Help
    - Account Management Site
- Email us at helpdesk@campbell.edu. Please include your Student ID in the email.
- For help with Blackboard, you may call 866-886-4846 at any time.
- Our helpdesk phone number, 910-893-1208, provides some instructions for common issues.
- Our Status Site shows the latest status of major systems and services.

Unified Network Login for University Systems

Currently, Self Service, many library resources, CU network access, the self-help password reset tool, the Blackboard Learning Management System, and some lesser-used systems all use a common network login and password. The login and password are automatically created the first time a student registers for classes. Changing the network password changes the password for all the systems listed above.

Self-Service - Campbell University Self-Service is a web-based information management tool that allows current Campbell University students, staff, and faculty to access numerous online resources such as financial profiles, academic information, pay advices, and financial aid.

Library Resources - The University libraries subscribe to a large collection of online resources. When students are not on campus, the network username and password must be used to access these password protected areas.
http://lib.campbell.edu

University Networks - The Campbell University wireless network is available to all students and is available in most classroom buildings on campus as well as dining halls and the student union. Residence halls provide both wired and wireless network access.

Network notes:

- The wired connection in the residence halls will provide a more enjoyable environment for streaming video.
- Students are NOT allowed to use personal wireless routers in any CU-owned building.
- A subscription-based Antivirus is required on all Windows-based student computers that access the CU networks. Students using Windows are encouraged to enable the built-in Windows Defender and ensure that it is updated regularly. Current versions of MacOS also have built-in antivirus. We recommend supplementing this with one of many free MacOS antivirus solutions that are available from Sophos, Malwarebytes, Avast, etc.
- Students should regularly check for and clean their computers of "spyware". Several free tools are available for spyware detection and removal. Our favorite is: Malwarebytes (www.malwarebytes.org).
- Students must install all critical/High Priority operating system updates. Additionally, machines should be setup to check for and install updates automatically.

Password Management - Students may change or reset their network password using our web-based Account Management Site. https://campbell.onelogin.com/profile Network passwords must be at least 8 characters and contain uppercase and lowercase letters and numbers. To reset a forgotten password, choose the "Forgot Password" link.

Blackboard - Blackboard is a learning management system used by most professors on campus. It is used for online courses and also to enhance classroom learning. Blackboard also serves as a portal for many other resources and services. Students will be able to gain access using their network login. http://blackboard.campbell.edu.

Student Email - Upon registration of a student, IT Services creates a Campbell University email address that is used by professors, student life, athletics, business office, and others to contact students for classes and other University business. Each account has unlimited email and document storage and a 25 MB limit per message for sending. In addition to email, the system also has many other features, including a calendaring system and web-based software to create documents and spreadsheets. Graduates of Campbell University may continue to use this email address as long as it is accessed occasionally. More information is available on the helpdesk website.

Additional notes regarding student email:

- Campbell University student email accounts are hosted by G Suite for Education (Google). Login to the student email system at http://gmail.com .
- Users must use the ENTIRE student email address as the username when logging in – including the @email.campbell.edu.
- The CU student email system has a unique password. It is not part of the unified network password system. Changing the unified network password will not affect the email password. Email passwords may be changed using Gmail. Gmail passwords must be at least 8 characters.
- We strongly recommend that you enable Multi-Factor Authentication on your Gmail account. This will be a requirement in the future. You can find instructions here. https://www.google.com/landing/2step/ .
- Users with a personal Gmail account will need to logout of that account before logging in to the Campbell University student email account or add the Campbell University student email account as an additional account. Instructions are available here: https://support.google.com/mail/answer/1721977?hl=en .
- All official University email correspondence will use the Campbell University email account.

Office 365 for Students

Students may use Office365 and associated desktop applications by visiting www.office.com/getoffice365 and creating a Microsoft account using their student email address.

Student Username and Account Creation

All student usernames are created using the following algorithm.
Network username: [first initial][middle initial][last name][birth month][birth day]
Network password: [Camp][last 6 digits of SS#]
Email username/email address: [first initial][middle initial][last name][birth month][birth day][@email.campbell.edu]
Email password: [first Initial][last initial][last 6 digits of SS#]

Example:
George Thomas Blimpton - Birthday 5/7/84 - SS# 098765432
Network username: gtblimpton0507
Network password: Camp765432
Email username/email address: gtblimpton0507@email.campbell.edu
Email password: gb765432