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Campbell University IT Services
Technology information for new students
Student Helpdesk - Self Service - Library Resources - University Networks
Password Resets - Blackboard - Student Email – Microsoft365

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Getting Help With IT

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

- Use the IT Service Desk Portal to submit tickets or search self-help solutions
    - o Submit an issue using the "Ask for Help" option.
    - o Make form-based requests for common items using the "Create a Request" option.
    - o Search our Knowledgebase of common solutions.
    - o Find links to other important pages like…
        - The IT Status Site (https://itstatus.campbell.edu)
        - Blackboard Help https://sites.campbell.edu/academictechnology/blackboard/
        - Account Management Site https://myaccount.microsoft.com/)
- Email us at helpdesk@campbell.edu. Please include your Student ID in the email.
- For help with Blackboard, you may call 919-338-1228 at any time.
- The helpdesk phone number, 910-893-1208, provides some instructions for common issues.
- The IT Status Site shows the latest status of major systems and services. (https://itstatus.campbell.edu)

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.

MyApps – Common apps, sites and services may be accessed by visiting My Apps at https://myapplications.microsoft.com/

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 the Microsoft My Accounts page https://myaccount.microsoft.com. 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.
Student email (Google Workspace) passwords, may be changed or reset at the Google Accounts page https://myaccount.google.com.

Blackboard - Blackboard is the learning management system used at Campbell for course materials, online activities, and to enhance classroom learning. Students can access directly using their network login at http://blackboard.campbell.edu or through the MyCampbell portal (https://my.campbell.edu) or MyApps platform (https://myapplications.microsoft.com/)

Student Email – Your student email account is required for use for all university-related communications. Each account is limited to 15GB or total storage and 25 MB limit per message when sending. In addition to email, the system also has other features, including a calendar feature and Google Docs, Sheets, and other Google tools.

- 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.
- You are required to enable 2-Step Authentication on your student Gmail account. Instructions are available at: 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 .
- Google Workspace storage is limited to 15GB per person. If you exceed this quota, you will not be able to add or edit files until you are under the quota.
- If you separate from the university without graduating, your Workspace and Office data will be removed.
- Upon graduation, you will be allowed to keep your email account, but your files stored in Drive will be removed after receiving a notification. We will notify you of these actions in advance.
- **All official University email correspondence will be sent to your student email. It is crucial you check your email regularly.**

Microsoft 365 apps for Students
Students may use Microsoft 365 and associated desktop applications by visiting **Office.com**, selecting the Apps, then selecting the Install Apps button.