

IMPORTANT INFORMATION ABOUT THE ROCKHURST UNIVERSITY COMPUTER SERVICES HELP DESK

Where is the Help Desk located?

The Help Desk is located on the 4th floor of Conway Hall, by the Computer Services Help Desk sign.

When is the Help Desk open?

We are open from 8:00 a.m. to 6:00 p.m., Monday through Friday, excluding campus and federal holidays. Summer hours (mid-June through early August) are 8:00 a.m. to 4:30 p.m., Monday through Friday only.

What is Help Desk phone number?

Our phone number is 816-501-HELP (4357). If calling, be sure to have your ID number available when you call. Personnel will answer the phone during regularly open hours. If you need to leave a message, please leave your name, your ID number, a phone number where you can be reached and a short description of your issue or problem.

What is the Help Desk E-mail address?

helpdesk@rockhurst.edu

What is the Computer Services Website address for Frequently Asked Questions (FAQs) and Computer Services Notices?

Our website at <http://help.rockhurst.edu> is the best place to go for answers to FAQs and important notices issued by Computer Services. Available 24 hours a day, 7 days a week, check here first to see if the answer you need is available on the website, especially if the Help Desk is closed.

How can you submit a service ticket (School Dude)?

To submit a service ticket to the Help Desk, go to <http://help.rockhurst.edu> and click on **Submit Service Ticket**, located on the left-hand side of the page. Enter your email address and follow the instructions on the screen.

Are there rules for picking up computers left at the Help Desk for service?

Yes. If you left your laptop or PC at the Help Desk for service, you ***MUST*** bring your student or employee ID card with you to the Help Desk to pick it up. The Help Desk will not release a computer to anyone without his/her ID card being presented to Help Desk personnel. Please note only you can pick up your computer – not your friend, roommate, boyfriend, girlfriend or parent.

How do you get a new Network (email/campus computer/WebCT) password or change a password?

Students may create a new password or change an existing password by going to <http://accounts.rockhurst.edu>. You do not need to know your old password to use the on-line service. If you cannot access the Internet, you will need to come to the Help Desk in person during our open hours with your ID card and we will provide you with a temporary password at the Desk. We do not provide passwords over the phone or by email. Faculty and staff must come to the Help Desk in person with their ID cards to get a new Network password. There is no online process for faculty and staff to create a new password at this time.