

Student Helpdesk

Campbell University Student Helpdesk

Campbell University provides Computer helpdesk services to Faculty, staff, and students. Helpdesk services include troubleshooting network access issues, helping with hardware and software issues, and solving virus and spyware issues. The helpdesk may be reached by calling extension 1208 or emailing helpdesk@campbell.edu. Additionally, live chat may be available by visiting the helpdesk website. The helpdesk is located in the basement of Britt Hall.

<http://helpdesk.campbell.edu>

Additional Notes:

A subscription-based Antivirus is **required** on all Windows-based student computers that access the CU networks. Students using Windows XP SP3 or higher are encouraged to use Microsoft Security Essentials available free from Microsoft microsoft.com/security_essentials. Please contact the helpdesk for additional information.

Students should regularly check for and clean their computers of "spyware". There are several free tools available for spyware detection and removal. Tested and approved products include:

Spybot (www.safer-networking.org)

Malwarebytes (www.malwarebytes.org)

You must install all critical/High Priority operating system updates. Additionally, your machine should be setup to check for and install updates automatically.

If you have an Xbox or other gaming system, please visit the helpdesk website and go to the 'Alternative Systems' page for instructions on accessing the CU networks.

Students are not allowed to have personal wireless routers or access points in any campus building.

Windows XP will reach End-Of-Life in April 2014. Windows XP machines will not be allowed on the CU network after this date.

Unified Network Login to University Systems

Currently, WebAdvisor, most library databases, CU network access, and the Blackboard Learning Management System all use a common network login and password. The login and password are automatically created the first time a student registers for classes.

WebAdvisor

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

wa.campbell.edu

Blackboard

Blackboard is a learning management system used by many professors on campus. It is used for internet courses and also to enhance classroom learning. Students will be able to gain access using the network login credentials if/when they are enrolled in a class with a Blackboard requirement.

www.blackboard.campbell.edu

Computing Services Helpdesk
Email: helpdesk@campbell.edu
On-Campus: Ext. 1208
Local Phone: 893-1208
Toll-Free: 800-334-4111 Ext. 1208
<http://helpdesk.campbell.edu>

University Networks

Dorm (hard-wired) Network and CU Wireless Access

Residential students may connect to the network and internet from their rooms using either the wired or wireless connection. NOTE: Generally speaking, the wired connection in the dorms will be faster. NOTE: Please remember, students are NOT allowed to have a personal wireless router anywhere on campus.

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 center. New access points are being added continuously. Students must authenticate on the CU networks by using their network username and password.

For more network information please visit the Student Helpdesk Website.

Library Databases

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.

www.lib.campbell.edu

Student Email

Campbell University Student Email System

Upon registration of a student, Computing Services creates a Campbell University email address that is used by professors, student life, athletics, business office, and others to get in contact with students for classes and other University business. Each mailbox has a 25 Gig limit for 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 online programs to create documents and spreadsheets. Graduates of Campbell University may keep this email address for life. Additional information about your Campbell University email account is available at:

Helpdesk.campbell.edu

Note: The CU student email system is not part of the unified network password system. If you change your unified network password it ***will not*** affect your email password. You may change your email password inside of the email system. Email passwords must be at least 8 characters. All official University email correspondence will use your Campbell University email account.

Access email at:

mail.email.campbell.edu

Questions?

Call the helpdesk

@ 1208

Campbell University Student Username Creation

All student usernames are created using the following algorithm

Username:

[FirstInitial][MiddleInitial][LastName][birth month][birth day]

Network Password for WebAdvisor, Blackboard, Univ. Networks, and Library Databases:

[Camp][last 6 digits of your ss#]

Password for Student Email:

[First Initial][Last initial][last 6 digits of your SS#]

Example:

George Thomas Blimpton

Birthday 5/7/84

SS# 098765432

username: gtblimpton0507

Network password: Camp765432

Student Email password: gb765432

Email Address:

gtblimpton0507@email.campbell.edu

Note: All Months and days will be converted to 2 digit format, therefore 5/7 becomes 0507

Note: Only the first 10 characters of your last name will be used in your username.

Note: Additional Punctuation symbols in names such as apostrophes, spaces, or dashes will not be included in the email address.

Note: If a middle initial is not on file in the system, an underscore will be used instead.

Note: If you cannot access your accounts using this information, please contact the helpdesk for assistance.

Campbell University Computing Services

Technology Information

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Student Email

WebAdvisor

University Networks

Library Resources

Blackboard

If you need assistance, please contact the Computing Services Helpdesk

Email: helpdesk@campbell.edu

On-Campus: Ext. 1208

Local Phone: 893-1208

Toll-Free: 800-334-4111 Ext. 1208

Britt Hall Basement

http://helpdesk.campbell.edu

Note: You must state your Campbell Student ID number to the technician when requesting services from the helpdesk. Your Student ID number is on most official correspondence you receive from the University and it is also on the back of Campbell University ID cards.

Note: Your Campbell ID number is not the same as your Social Security Number. Computing Services cannot accept your social security number as a substitute for your Campbell University Student ID number.