

Campbell University Computing Services

Technology information for new students

Student Helpdesk - WebAdvisor - Library Resources - University Networks
Device Registration - Self-Help Password Reset Tool – Blackboard - Student Email

Student Helpdesk

Campbell University provides computer helpdesk services to faculty, staff, and students. Helpdesk services include troubleshooting network and email access issues, helping with hardware and software issues, and solving virus and spyware issues. Please contact the Computing Services Helpdesk if assistance is needed.

- Email: helpdesk@campbell.edu
- Phone: On-Campus: Ext. 1208 | Local Phone: 893-1208 | Toll-Free: 800-334-4111 Ext. 1208
- In-Person: Britt Hall Basement | Monday-Friday 8:30 AM-5:00 PM
- Web: <http://helpdesk.campbell.edu>

Notes when contacting the helpdesk:

- Campbell Student ID number must be given to the technician when requesting services from the helpdesk. Student ID numbers are located on most official correspondence sent from the University and on the back of Campbell University ID cards.
- The Campbell ID number is not the same as a Social Security Number. Computing Services cannot accept Social Security numbers as a substitute for Campbell University Student ID numbers.

Unified Network Login for University Systems

Currently, WebAdvisor, many library resources, CU network access, the device registration system, 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.

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 as financial profiles, academic information, and financial aid. WebAdvisor may also be referred to as WebAccess. <http://wa.campbell.edu>

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 – Residence hall (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. 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. For more network information please visit the Student Helpdesk Website. <http://helpdesk.campbell.edu>

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 7 or higher are encouraged to use Microsoft Security Essentials available free from Microsoft microsoft.com/security/essentials. Computing Services also recommends Avast and AVG for added protection. Both companies have free versions.
- 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.

Device Registration System - Students must authenticate all internet capable devices on the CU networks by using their network username and password. This includes computers, tablets, phones, smart TVs, and gaming systems. Most devices can be registered using a web browser on the device. Students who have gaming system or a device with a non-standard browser should visit the helpdesk website and go to the “Alternative Systems” page for instructions on accessing the CU networks with those devices. <http://helpdesk.campbell.edu>

Self-Help Password Reset Tool – Students may change their network password using our web-based password reset tool. Self-enrollment in the system is a prerequisite to using the system. Network passwords must be at least 6 characters and contain uppercase and lowercase letters and numbers. <http://mycupassword.campbell.edu>

Blackboard - Blackboard is a learning management system used by most 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. <http://blackboard.campbell.edu>

Student Email - 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 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 keep this email address for life. More information is available on the helpdesk website.

Additional notes regarding student email:

- The CU student email system 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 inside of the email system and email passwords must be at least 8 characters.
- Campbell University student email accounts are branded Google Apps for Education accounts (Gmail). Login to the student email system at <http://gmail.com>
- 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 available here: <https://support.google.com/mail/answer/1721977?hl=en>
- Users must use the ENTIRE student email address as the username when logging in – including the @email.campbell.edu.
- All official University email correspondence will use the Campbell University email account.

Campbell University 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

Important account creation notes:

- All months and days will be converted to 2-digit format, therefore, 5/7 becomes 0507.
- Only the first 10 characters of last names will be used in usernames.
- Additional punctuation symbols in names such as apostrophes, spaces, or dashes will not be included in the email address.
- If a middle initial is not on file in the system, an underscore will be used instead.
- All characters in the email username and initial password are lowercase.
- All characters in the network username and initial password are lowercase except for the “C” in Camp
- International students without a SS# should use the last 6 digits of the ITIN number, international students without an ITIN number should use the last 6 digits of the Campbell University student ID number in place of SS# in the initial email password.
- Students who cannot access accounts using this information should contact the helpdesk for assistance.