

Help Desk Contact Information

On Campus Extension	5950
Off Campus	(815) 836-5950
ITSO Webpage	http://www.lewisu.edu/welcome/offices/infoservices/index.htm
Email	helpdesk@lewisu.edu
Help Desk Online	http://helpdesk.lewisu.edu

Help Desk Locations and Hours

Lower Level of the LRC

Monday-Friday 7:30 a.m.—5:00 p.m.

First Floor Library—Auxiliary

Monday-Thursday 7:45 a.m.—Midnight
Friday 7:45 a.m.—5:00 p.m.*
Saturday 9:00 a.m.—7:00 p.m.
Sunday Noon—Midnight

*On Friday, walk-up services end at 5:00 p.m. Phone and email support are available until 10:00 p.m. Helpdesk online support is available 24/7.

During evening and weekend hours, the Auxiliary Help Desk will expeditiously resolve as many problems as possible. However, in some instances when an issue must be handled by our regular full-time staff, the incident (trouble ticket) will be forwarded to the appropriate department for handling upon their return during normal business hours. Please note that, depending on the severity, critical issues affecting multiple users may be escalated for out-of-hours resolution.

Help Desk Online

Help Desk support services are also available online. This supplement for Help Desk assistance is accessible on-line from within the Lewis University network or from any location that has Internet access.

To access the Help Desk Online function, follow the directions below:

Login Information:

- Go to <http://helpdesk.lewisu.edu>
- Username: **Your Lewis email address**
- Password: **Your Lewis ID number**

Submitting an Incident:

- To submit a new incident on-line, click on the **Submit New** button. The Submit New page will display. On this page you will find general information regarding frequently-asked questions. Click on any “header” to begin the process of submitting an incident.
- The red text field names indicate mandatory fields.
 - ✓ **Summary:** Enter a short description of the problem.
 - ✓ **Problem Type:** Click on the drop down arrow and choose the option which best relates to the problem.
 - ✓ **Problem Detail:** Click on the drop down arrow and choose the option which best refines the problem type.
 - ✓ **Priority:** Priorities are set according to the urgency of the problem. Please note that the ITSO support team will make every effort to **reply** to your request within the specified priority time period. For more information regarding priorities, go to next page.
 - ✓ **Description:** Add a complete explanation of the problem you are experiencing.
 - ✓ **Problem Location:** This field is used to specify the building location of the problem if other than your own workspace. Click on the drop down arrow and choose a building location.
 - ✓ **Room Number:** Enter a room number where the problem exists if other than your own workspace.

- ✓ **Contact Info:** Enter an extension or email address of the person that should be contacted once the problem is resolved if other than yourself.
- ✓ **Contact Name:** Enter the name of the person that should be contacted once the problem is resolved if other than yourself.
- ✓ **Attachment:** Attach screen shots or other information which would be helpful in resolving the problem... ie. error message.

- Once you have filled in the information, click **Submit**.
- To view the incident and track its status, click on the **Incident View** button.
- To insure a secure and complete logout, close your web browser.

Setting Priorities:

Below is the list of priorities and a brief explanation of each to assist you in setting priorities:

- **01 Critical-Campus Wide or Building Outage**
Use during extreme campus emergencies. A category 01 priority should always be called in to the Help Desk and not submitted online.
- **02 Urgent-Classroom/Multiple Users**
Use when technical problems affect a classroom which is in session or affects multiple users. A category 02 priority should always be called in to the Help Desk and not submitted online.
- **03 Serious-Reply within 4 Business Hours**
Use when the end user cannot execute job responsibilities due to technical difficulties. For example, if an end user cannot login to his/her machine.
- **04 Major-Reply within 24 Business Hours**
Use when the end user has a temporary work around solution to a technical problem and it does not affect immediate job performance.

- **05 Minor-Reply within 3 Business Days**
Use when the end user does not need immediate assistance but still requires a swift resolution to a technical problem.
- **06 Minor-Reply within 7 Business Days**
Use when the end user has experienced a technical problem that he/she does not anticipate experiencing again in the near future.
- **07 Nominal-When Convenient**
Use for technical issues that does not affect the end user's job performance in any way. For example, a "cosmetic" change to the desktop.
- **08 Scheduled-Add Date of Event in Description**
Use for scheduled events such as conference phone reservation or computer moves/relocations.
- **09 Resolved During Initial Contact**
Used by the ITSO support team when an incident is resolved during the initial contact with the end user.
- **10 Resolved by End User**
Use when an incident has been reported to the Help Desk and the end user later resolved the issue on his/her own.

Note:

If you are experiencing a Priority 1 or Priority 2 problem, please contact the Help Desk (Extension 5950) directly for assistance.

Lewis University
Help Desk

Submit New Incident

If you require immediate assistance,
please contact the Help Desk at 815-836-5950 or 5950.

Your Email (or Login):


Password:

Your e-mail (or Login): Your Lewis email address
Password: Your Lewis ID number

If you are unable to login to submit an incident, please contact
the Help Desk at 815-836-5950 or 5950 or email at helpdesk@lewisu.edu

Frequently Asked Questions

- Blackboard (On-Line Learning/Teaching)
- College Registrar (On-Line Student Records)
- Lewis E-Mail
- Wireless Network
- Clean Access (Residence Network Access)
- Phone/Voice Mail
- Cable Television



A Catholic and Jesuit University
Support Team

Lewis Email

All Lewis University staff and faculty are assigned a Lewis email address. This address is used by the University for official business and communications. Students, faculty and staff members are expected to check their official email account on a frequent basis in order to stay current with the University's communications. Outlook Web Access provides access to your Lewis email account via the Internet.

Login Information:

- Go to <https://webmail.lewisu.edu>.
- Username: **Username or Lewis email address**
- Password: **Your Lewis ID number**

Retrieving Messages:

- Click on **Inbox**.
- Message subject lines will list on the right.
- Double-click message to open.

Sending Messages:

- While in your Inbox, click on **New** on the toolbar.
- A new message box will appear.
- Type an email address in the **To** field, or click on the **To:** button to find a name in the Lewis University Global Address List.
- Type your message in the body of the email.
- Click **Send**.

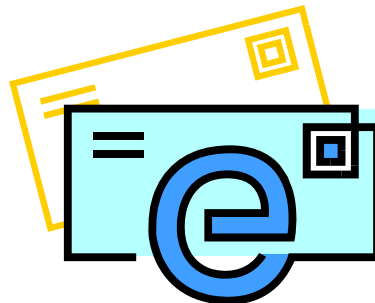
Adding an Attachment to an Email Message:

- Once your message has been created, click on the **Attachment** button,
- Click on the **Browse** button and locate the file to attach.
- Click the **Attach** button to attach the file.
- Click **Close** and send message.

Changing your Password:

- Login to your email account as normal.
- Click on the **Options** button.
- Enter your Lewis University email address for the username and your email password and click on OK.
- Scroll down and click on the **Change Password** button.
- You will be prompted for the following information:
 - ✓ **Domain:** Facstaff.
 - ✓ **Account:** Your username.
 - ✓ **Old Password:** Lewis ID number.
 - ✓ **New Password:** Must be a minimum of 7 characters, numbers, or a combination of both.
 - ✓ **Confirm New Password:** Re-enter the new password.
- Click **OK**.

*****Please note: Your email password is the same password used to login to the Lewis network.**



Teaching, Learning and Technology Support Center

The TLT Support Center administers Blackboard, our web-based academic application; provides portable classroom audio/visual equipment, set up and support; and offers faculty development training to facilitate curricular needs (such as Turnitin, Academic.com, etc.).

TLT houses the Faculty Instructional Technology Support (FITS) Room located just outside their office in the library. The FITS Room offers equipment for faculty use and training during regular library hours, and includes PCs, a Mac, a color printer, a scanner and a DVD writer.

Blackboard Login Information:

- Go to <http://bb.lewisu.edu>
- Username: **username**
- Password: **username** (use lower case letters)
- Once logged in, you will see your personalized online entry page, which includes courses you are enrolled in as well as announcements and general information.

Changing your Password:

- Click on the **Online Support & Services** tab.
- Click on **Personal Information** under **Tools**.
- Click on **Change Password**.
- Enter your new password twice. Your password is case sensitive.
- Click **Submit** to save the change.

TLT Contact Information:

Suzan Sollie	Email Address: solliesu@lewisu.edu Phone: (815) 836-5518
TLT Email Address	tltsupport@lewisu.edu
Location	First Floor of Library in LRC

Online Faculty Grading System

All faculty will submit grades online through the Online Faculty Grading System.. Also available through the Online Faculty Grading System, is Viewing Class Rosters, Emailing the Student List and Reporting No-Show Students. To view a slideshow demonstration of the Online Grading System, login to Blackboard, click on the Faculty/ Staff tab, scroll down and click on Campus Anyware, and click on the Course Documents button. The presentation is the first thing listed but will take some time to open.

Login to the Online Faculty Grading System:

- Go to www.lewisu.edu (or follow the Online Grading link below)
- Click on **Faculty and Staff**
- Click on Online Grading/ Class Lists (College Faculty)
- Faculty ID: **Lewis ID number**
- PIN: **Username (All Upper Case)**
- First time users will be prompted to change the PIN.
 - ✓ Enter your new PIN in the **New PIN** field.
 - ✓ Re-enter new PIN in the **Verify New PIN** field.
 - ✓ Click **Change PIN** to submit.

To Submit Grades Online:

- Login to the Online Faculty Grading System.
- Click on the **Online Grading** link.
- Select the **current term** from the dropdown list.
- Click **Continue**.
- **Select the class** for which you wish to enter grades from the Course dropdown list.
- Click **Continue**.
- Enter a grade from the dropdown list for each student.
- Click the **Save** button to submit.
- **Print** the grading screen for your records.
- Select the next course for grading and repeat as above.
- When all courses are graded and printed, click the **Sign Out** button.

To View Class Roster and Email the Student List:

- Login to the Online Faculty Grading System.
- Click on the **Class List** link.
- Select the current term and course number from the dropdown list and click **Continue**. The roster will display in about one minute.
- To print the roster, click the **printer icon** on the browser toolbar.
- To email all students on the class roster, type your message in the **Compose Message** box, click the checkbox **To All Students in the Course** and click the **Send Email** button.
- To email selected students in the course, click the checkbox under **Send Email** for each student you wish to include. Type your message in the **Compose Message** box, click the checkbox **To All Students Checked Above** and click the **Send Email** button.

To Report No-Show Students

- Login to the Online Faculty Grading System.
- Click on the **Class List** link.
- Select the current term and course number from the dropdown list and click the **Continue** button.
- From the class list page, click the Compose Message button.
- Click the **Attendance Office** button.
- In the 'subject' box, **insert the course number**.
- In the 'compose message' box type **Not Attending**.
- Click done.
- The class list page will again appear. **Check** the student(s) not attending.
- Click the **Send email** button.
- To select other courses, click the blue **Back** button near the top right of the page. Do not use the back button on your browser. Repeat steps 6-13.
- When finished click the **Sign Out** button.

Login/Technical Support: Help Desk (815) 836-5950

Class Roster Support: Registrar's Office (815) 836-5217

Classroom Audio/Visual Equipment

In January 2006, two-thirds of all classrooms were equipped with various state-of-the-art technology teaching tools including instructor computer workstations, network-enhanced equipment, VCR/DVD equipment connected to ceiling-mounted LCD projectors, and instructor podiums with audio capabilities. Lewis University has pledged an on-going commitment to the expansion and enhancement of classroom technology.

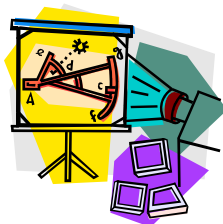
Audio/Visual equipment can also be reserved and setup in classrooms that do not have ceiling mounted projectors or an instructor computer. Instructors are also welcome to bring personal laptops to the classroom and project from the Lewis University equipment. Reservations can be made for equipment from the TLT office.

Audio/Visual Equipment Reservation Contact Information:

Rich Soliman

Email Address: solimari@lewisu.edu

Phone: (815) 836-5771



If you experience a problem with the audio/visual equipment in the classroom, please contact the Help Desk at Extension 5950 for assistance.

Public Lab Hours and Locations

Aviation (HEW)

Monday—Friday	7:30 a.m.—5:00p.m.
Saturday & Sunday	Closed

College of Business (COB)

Monday-Friday	7:30 a.m—10:00 p.m.
Saturday	7:30 a.m.—12:00 p.m.
Sunday	Closed

College of Nursing (CON)

Monday—Friday	8:00 a.m.—6:00 p.m.
Saturday & Sunday	Closed

Library

Monday—Thursday	7:45 a.m.—12:00 a.m.
Friday	7:45 a.m.—5:00 p.m.
Saturday	9:00 a.m.—7:00 p.m.
Sunday	12:00 p.m.—12:00 a.m.

NOTE: Hours vary during scheduled breaks and summer.

Wireless Internet

Lewis University faculty, staff and students now have wireless Internet access throughout our Romeoville, Chicago, and Oak Brook campuses. The Internet is wirelessly accessible from residence halls, offices and classrooms as well as common areas, such as the Student Union, Charlie's Place, The Den, Courtyard Café, the Recreation Center and the Green. All community members can login to the Lewis wireless network from a computer configured with wireless capabilities to access Blackboard, register for classes, obtain other online services or surf the Internet.

Login Information:

- Username: **Lewis email address**
- Password: **Lewis ID number**

Wireless Internet Contact Information:

If you experience connectivity problems with the Wireless Internet, please contact Wireless Support at Extension 7100 (on campus) or (866) 613-6894 (off campus).



Assistance Requested:	Contact:
Network Login & Lewis Email	Helpdesk
AV Equipment reservations/ set-up for classrooms	Media Services 815-836-5771
AV Equipment reservations/ set-up for campus events	Meetings, Events & Conferences 815-836-5225
Blackboard login assistance	Helpdesk
Blackboard course shell requests/ Training	Blackboard
Campus Anyware login	Helpdesk
Hardware & Software problems	Helpdesk
Software and AV Training	Helpdesk
Telecom and Cable TV inquiries	Helpdesk
Wireless Network Login	Helpdesk
Wireless Network service interruption	Wireless Support 866-613-6894
Library Databases	Reference Librarian 815-836-5300