

# CIS HelpDesk Wiki

[New Students](#)

[New Faculty & Staff](#)

[Submit a Help Ticket](#)

[help@spu.edu](mailto:help@spu.edu) | 206.281.2982

## Get answers to questions about technology at SPU

### Accounts

- [Change Your Password](#)
- [Compromised Employee Accounts FAQ](#)
- [Duo Two-Factor Authentication](#)
- [FERPA Training Request](#)
- [New Faculty and Staff](#)

### Classrooms & AV

- [Apple TV \(Airplay\)](#)
- [AV Event Support](#)
- [Classroom Troubleshooting](#)
- [Conference Room Support](#)
- [Request Software on Classroom and Lab Computers](#)

### Email

- [Advanced Email Features](#)
- [Alumni Email Address](#)
- [Change Access to Shared Mailbox](#)
- [Change SPU Email Address](#)
- [Email Client Configuration](#)

### Hardware

- [Buy a Personal Computer](#)
- [Display Kiosks](#)
- [Log into SPU Computer](#)
- [Personal Computer Support](#)
- [Request a New SPU Computer](#)

### Internet

- [Network and Internet Troubleshooting](#)
- [Other Network Devices](#)
- [Registering Non-Browser Devices for Network Access](#)
- [Security Awareness](#)
- [SPU-Guests Wireless Access \(Campus Guests\)](#)

### Online Services

- [Administrative Banner](#)
- [Banner](#)
- [Canvas](#)
- [Microsoft Office 365 for Education](#)
- [Other Apps](#)

### Phones & Voicemail

- [Campus Phone](#)
- [Campus TV](#)
- [Cellular Coverage and WiFi Calling](#)
- [Faculty-Staff Cell Phones](#)
- [Voicemail](#)

### Printing

- [Faculty and Staff Printing](#)
- [Guest Printing](#)
- [MFP Additional Information](#)
- [MFP Public Locations](#)
- [Student Printing](#)

### Software

- [Adobe Software](#)
- [Imagine Student](#)
- [ParScore Software Suite](#)
- [Software on SPU Academic Build](#)
- [Software on SPU Library Computers](#)
- [Software Troubleshooting](#)
- [SPU Download Center](#)

### Other Resources

[AV Checkout](#)

[SPU Download Center](#)

[Device Registration](#)

[Universal Design](#)

### CIS HelpDesk Hours

#### Summer

Monday - Friday 7:30 a.m. - 5:00 p.m.

#### Academic Year

Monday - Friday 7:30 a.m. - 5:00 p.m.

#### Extended Hours\*

Monday - Thursday 5:00 p.m. - 9:00 p.m.

Saturday 9:00 a.m. - 1:00 p.m.

*\*During extended hours we are available for: phone and email support, in-classroom assistance, and pre-arranged appointments.*

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