

CIS HelpDesk Wiki

New Students

New Faculty & Staff

Submit a
Help Ticket

Current
Systems
Status

Get answers to questions about technology at SPU

help@spu.edu | 206.281.2982

Accounts, Login, and Permissions

- Personal Information
- New Students
- New Faculty and Staff
- Setup Your Account
- Log into SPU Computer
- Duo Two-Factor Authentication
- Azure Multi-Factor Authentication

Classrooms, Labs, and AV

- Classroom Technology
- Academic Software
- Computer Labs
- Non-Classroom AV Technology
- Amazon AppStream Apps

Computer Hardware

- Buy a Personal Computer
- Personal Computer Support
- Request a New SPU Computer
- Buy Your Used SPU Computer or Other Surplus Equipment for Personal Use
- How to find your device's Asset TAG

CIS HelpDesk Hours

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

Tweets by SPUHelpDesk
Follow @spuhelpdesk

Cybersecurity

- Compromised Employee Accounts FAQ
- Computer Security
- Cybersecurity Awareness Training
- Data Loss Prevention (DLP)
- Spoofing, Phishing and Scams

Documents and Files

- Departmental Documents
- Employee Documents
- Personal Documents
- File Storage Tools

Email and Calendars

- SPU Email Address
- Mailbox Management
- Calendar Management
- Sending Emails
- Email Client Configuration

Network and Internet

- Remote Access
- Network and Internet Troubleshooting
- Other Network Devices
- Registering Non-Browser Devices for Network Access
- Remove Registered Personal Devices

Phone

- Microsoft Teams Calling
- Campus Phone
- Voicemail
- Cellular Coverage and WiFi Calling
- Faculty-Staff Cell Phones

Printing

- Faculty and Staff Printing
- Student Printing
- Guest Printing
- MFP Additional Information
- MFP Public Locations
- PaperCut

Residential Technology

- Wired Connections in Residence Halls
- Campus TV
- Residence Hall AV Systems

Software and Applications

- Software Installation Guide for Faculty /Staff
- SPU Download Center
- Software Troubleshooting
- Software List
- Tips and Troubleshooting for Students
- Study Groups In-Person and Online