### Account Issues

- **Locked Account or Forgotten Password**
  - Password Tools: [http://doit.missouri.edu/accounts/password-tools.html](http://doit.missouri.edu/accounts/password-tools.html)

### Faculty/Staff Support

- **Personal Computer Issue and Other Support**
  - DoIT HelpDesk: 882-5000 / [techsupport@missouri.edu](mailto:techsupport@missouri.edu)
  - (secondary contact) Wei Du: 884-8110 / [duw@missouri.edu](mailto:duw@missouri.edu)

### Purchasing

- **Software Pricing**
  - [http://doit.missouri.edu/services/software/software-sales.html](http://doit.missouri.edu/services/software/software-sales.html)

### Data Ports

- **Activate or Deactivate**
  - Kyle Seymour: [athleticsit@missouri.edu](mailto:athleticsit@missouri.edu)
  - For all requests, be sure to provide the billing MoCode and an authorized signer's name.
  - The data port will be activated on the campus network and costs $13.75 per month; if additional work like cabling is needed, Kyle will work with you to get it done.

### Phones - Cisco VoIP Service

- **Install New**
  - Kyle Seymour: [athleticsit@missouri.edu](mailto:athleticsit@missouri.edu)
  - For service in a new location, contact Kyle Seymour to have a port enabled on the campus network. Be sure to include the billing MoCode and authorized signer's name. After the port is active, submit a MyServices request ([https://myservices.missouri.edu](https://myservices.missouri.edu)) to request installation of the phone; include a note in the request stating "campus data port is already active in correct location"

- **Move**
  - Contact Kyle Seymour to activate a data port in the new location. Then move the phone and submit a MyServices request ([https://myservices.missouri.edu](https://myservices.missouri.edu)) to update your current location. In the request, specify it is a “Records Only location update.” If the old data port location is no longer needed, be sure to contact Kyle Seymour to deactivate the old port/location.

- **Disconnect**
  - Contact Kyle Seymour to disable the data port. Then submit a MyServices request ([https://myservices.missouri.edu](https://myservices.missouri.edu)) to have the VoIP service deactivated and return the phone equipment.