

SHP Quick Reference – IT Support

Support procedures may differ by location. Follow the instructions below if you are requesting service for these locations: Hearnese, MATC

▶ Account Issues

Locked Account or
Forgotten Password

DoIT HelpDesk 882-5000 / [MU DoIT Tech Support](mailto:techsupport@missouri.edu)
<techsupport@missouri.edu>

Password Tools <http://doit.missouri.edu/accounts/password-tools.html>

▶ Faculty/Staff Support

Personal Computer Issue
and Other Support

DoIT HelpDesk 882-5000 / <techsupport@missouri.edu>
(secondary contact) Wei Du 884-8110 / duw@missouri.edu

▶ Purchasing

Hardware Quotes and
Hardware Orders, or
Software Pricing

Wei Du 884-8110 / duw@missouri.edu

<http://doit.missouri.edu/services/software/software-sales.html>

▶ Data Ports

- Activate or Deactivate

Kyle Seymour / 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

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>) 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>) 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>) to have the VoIP service deactivated and return the phone equipment.