

SHP Quick Reference – IT Support

Support procedures may differ by location. Follow the instructions below if you are requesting service for these locations: Lewis Hall, Clark Hall, Mizzou North

▶ Account Issues

Locked Account or
Forgotten Password

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

(secondary contact) Wei Du 884-8110 / duw@missouri.edu

▶ Hospital/Clinic

Cerner and IDX related

Hospital HelpDesk: 4-HELP (884-4357)

▶ 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>

▶ Student Computing Lab

Student Support Issues

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

▶ Data Ports

- Activate or Deactivate

Wei Du 884-8110 / duw@missouri.edu

Ask to enable/disable on a SHP switch

▶ Phones - Cisco VoIP Service

- Install New

Wei Du 884-8110 / duw@missouri.edu

-See specific instructions for Installations, Moves, Disconnects-

For service in a new location, contact Wei Du to have a port enabled on a SHP switch. Once port is active, submit a MyServices request (<https://myservices.missouri.edu/>) to request installation of the phone; include a note in the request stating, "data port is already active in correct location"

- Move

Contact Wei Du directly 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 Wei Du to deactivate the old location.

- Disconnect

Contact Wei Du to disable the SHP Data Port. Then submit a MyServices request (https://myservices.missouri.edu) to have the VoIP service deactivated and return the phone equipment.