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>
    - 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>
    - (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](http://doit.missouri.edu/services/software/software-sales.html)

- **Student Computing Lab**
  - Student Support Issues
    - DoIT HelpDesk  882-5000 / <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**
  - Wei Du  884-8110 / duw@missouri.edu
  - See specific instructions for Installations, Moves, Disconnects-
    - **Install New**
      - 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/](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/](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/](https://myservices.missouri.edu/) to have the VoIP service deactivated and return the phone equipment.