Support Services

Summary
The Technology Support Center and Technology Assistance Center provide a wide variety of technology services designed to empower students, faculty and staff to do the things they want to accomplish.

Our main objective is to help Rowan users with computer software and hardware, mobile devices, email, printing, access to network services, network accounts and all aspects of telecommunications, whether on or off campus.

support@rowan.edu | 856.256.4400
- Change your password
- Outlook WebAccess
- Gmail for Students
- Banner Self Service
- Blackboard Login
- Access From Anywhere

<table>
<thead>
<tr>
<th>Technology Support Center</th>
<th>Technology Assistance Center</th>
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<tbody>
<tr>
<td>Need Help by Phone?</td>
<td>Need Help In Person?</td>
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<tr>
<td>The Technology Support Center provides technical and informational support to the entire Rowan University community.</td>
<td>Problem with your computer? IRT technicians are available to assist you. Bring your computer to the Technology Assistance Center.</td>
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<td>Technology Support Center</td>
<td>Technology Assistance Center</td>
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<tr>
<td>Email: <a href="mailto:support@rowan.edu">support@rowan.edu</a></td>
<td>Email: <a href="mailto:support@rowan.edu">support@rowan.edu</a></td>
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<tr>
<td>Phone: 856.256.4400</td>
<td>Phone: 856.256.4455</td>
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<tr>
<td>Hours: Monday - Thursday from 8 a.m. to 8 p.m. &amp; Friday from 8 a.m. to 5 p.m.</td>
<td>Location: Memorial Hall</td>
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<td>Semester Hours: Monday - Thursday from 9 a.m. to 7 p.m. &amp; Friday from 9 a.m. to 5 p.m.</td>
<td>Summer/Semester Break Hours: Monday - Friday from 9 a.m. to 5 p.m.</td>
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<td>Submit a request or search our knowledge base: Log into the IRT Support Portal</td>
<td>SOM IRT Workshop</td>
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<td>Email: <a href="mailto:support@rowan.edu">support@rowan.edu</a></td>
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<td></td>
<td>Phone: 856.256.4400</td>
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<td>Location: Academic Center, 292</td>
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<td></td>
<td>Hours: Monday - Thursday from 8:30 a.m. to 5 p.m.</td>
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Location
The Technology Assistance Center is located in Memorial Hall.

Submit a Work Order
If you need help with a technology-related issue, there are three convenient ways to submit a work order.

1. Visit http://support.rowan.edu and login with your network username and password. If you do not know your username or password go to http://id.rowan.edu to reset your password or retrieve your username.
2. Send an email to support@rowan.edu to create a ticket automatically.
3. By telephone, call ext. 6-4400 if you are on campus. If you are off campus, dial 856.256.4400.

You can always also visit the Technology Assistance Center in Memorial Hall.

Frequently Asked Questions
How do I obtain my Rowan E-mail, Network username and password?

Frequently Asked Questions
Voicemail to email option
How can I reset my Banner Self Service Pin?

https://id.rowan.edu

Where do I go to access Banner Self Service?

http://www.rowan.edu/selfservice

How do I access my e-mail from off campus?

http://outlook.rowan.edu

How can I connect wirelessly with my laptop, phone, etc.?

http://rowan.edu/go/connect

How do I check the voice mail on my campus phone?

To access the CallXpress Voicemail System while on campus dial 6-5999, off campus dial (856) 256-5999.

First time access use 0000 for your security code. For more information, visit our CallXPress Voicemail page.

You have the option of sending your Rowan voicemail to your email. If you would like this option, please email support@rowan.edu and include your name, department and your phone number.

Where is the campus phone and e-mail directory?

http://www.rowan.edu/ph

How can I update my information in the online directory?

Log onto Rowan (Banner) Self Service http://www.rowan.edu/selfservice
Click on Access Banner Services
Enter your Rowan (Banner) ID and PIN
Click on Personal Information
Go down to Change Directory Profile
Click Display
Click edit and change your information appropriately

What is the RowanCloud and Citrix?

RowanCloud enables students, faculty and staff to access Rowan University-owned software such as Microsoft Office, Adobe Creative Suite and SPSS from any device that is equipped with a high-speed internet connection on or off campus.

There are currently more than 100 specialized applications available with RowanCloud.

Where can I go to download Citrix?

http://www.rowan.edu/cloud

How can I access and save files to the Rowan network from Mac and Windows personal devices using ExpanDrive?

ExpanDrive is especially useful for saving files to your home (H) and common (O) drives off campus with services such as RowanCloud and Citrix.

https://irt.rowan.edu/display/IRT/ExpanDrive

Tag Cloud

account activesync advisor amazonfiretv android apple tv aruba banner bbnews blackboard cabmins calendar canvas cellphone citrix clearpass cloud computerlabs desktops digital media email encryption exchange ftf gmail googleapps googledrive grad homedirec
tory ierp iis ipad iphone iptv training blog iptv training news irtnews laptops lecture capture mailinglists maintenance mobile-device my-index network nintendo onguard openarea osx outagenews outlook password phishing playstation policie
s posting-video printing registration roku rowanonline rowansecure rowanwpa secure_email security serverhosting servers servicenow software som-gsbs spam students tec telephone tivo training training_tip turnitin uniprint usename videoconferencing vidyo virus vpn webex windows wireless x box zixcorp