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

Technology Support Center
Need Help by Phone?

The Technology Support Center provides technical and informational support to the entire Rowan University community.

Technology Support Center
Email: support@rowan.edu
Phone: 856.256.4400
Hours: Monday - Thursday from 8 a.m. to 8 p.m. & Friday from 8 a.m. to 5 p.m.

Submit a request or search our knowledge base: Log into the IRT Support Portal

Technology Assistance Center
Need Help In Person?

Problem with your computer? IRT technicians are available to assist you. Bring your computer to the Technology Assistance Center.

Technology Assistance Center | Glassboro campus
Email: support@rowan.edu
Phone: 856.256.4455
Location: Memorial Hall
Semester Hours: Monday - Thursday from 9 a.m. to 7 p.m. & Friday from 9 a.m. to 5 p.m.
Summer/Semester Break Hours: Monday - Friday from 9 a.m. to 5 p.m.

SOM IRT Workshop | Stratford campus
Email: support@rowan.edu
Phone: 856.256.4400
Location: Academic Center, 292
Hours: Open Monday - Thursday starting at 9 a.m. Please be advised that hours and days are subject to change based on other support requirements and projects at RowanSOM. Summer hours are limited.

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.

Location
The Technology Assistance Center is located in Memorial Hall.
**Frequently Asked Questions**

**How do I obtain my Rowan Email, Network username and password?**

https://id.rowan.edu

**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.

**Voicemail to email option**

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

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**Tag Cloud**

account activesync advisor amazonfiretv android appletv aruba banner bbnews blackboard cabmins calendar canvas cellphone citrix clearpass cloud computerlabs desktops digital-media email encryption exchange itf gmail googleapps googledrive grad homedirectory ierp iis ipad iphone irt_training_news irtnews laptops lecture-capture mailinglists maintenance mobile-device my-index network nintendo onguard openarea osx outagene news outlook password phishing playstation policies posting-video printing registration roku rowanonline rowansecure rowanwpa secure_email secure_server hosting servers servicenow software som-gsbs spam students t-ec telephone tivo training training_tip turnitin uniprint username videocoferencing vidyo virus vpn webex windows wireless xbox zixcorp